

Mobile Connect

UX Refresh v5

17th April 2018

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Aaron Norman



Mobile Connect

Self-care

Self care

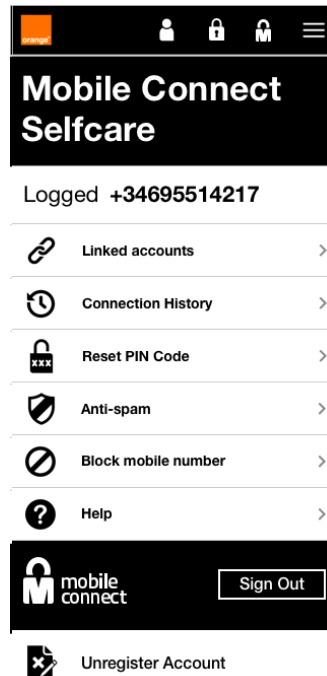
Header managed by the country

Illustrations are now the theme of the main user interface.

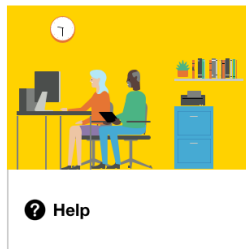
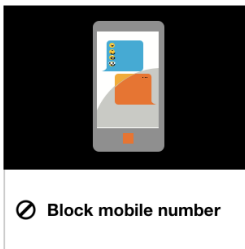
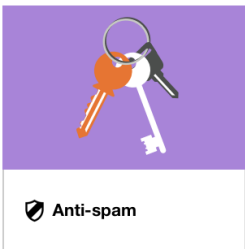
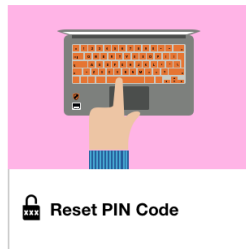
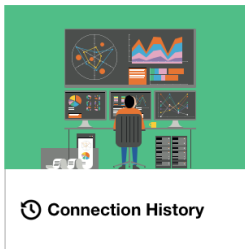
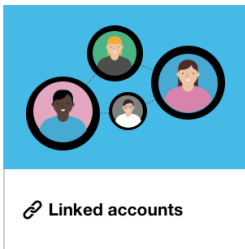
Black header style



Mobile



Logged +34695514217



Unregister Account

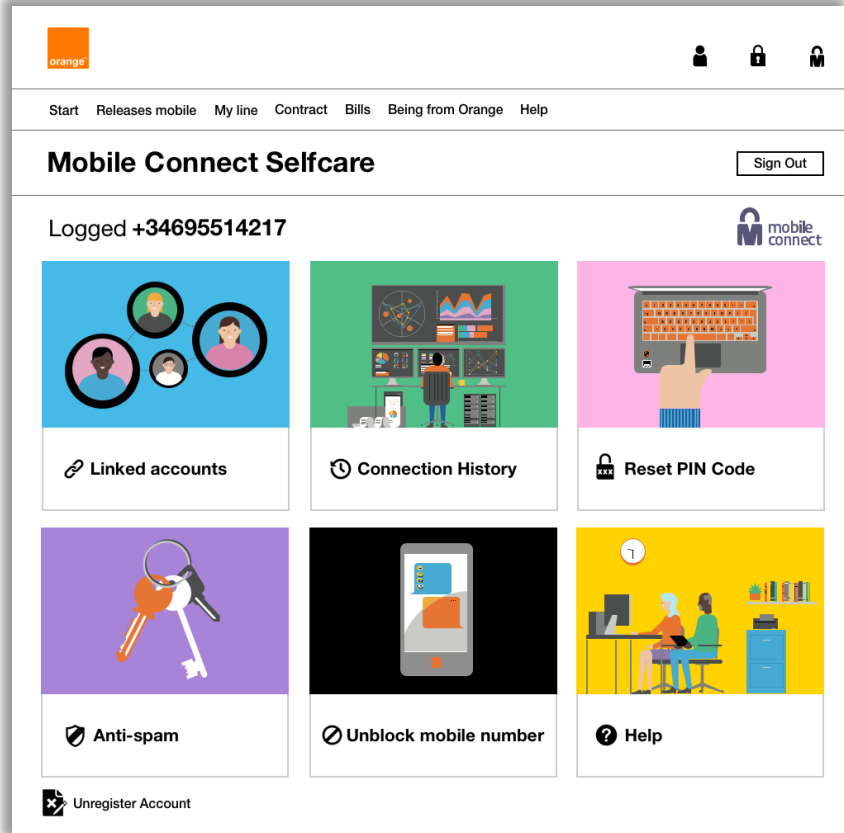
Self care

Illustrations are now the theme of the main user interface.

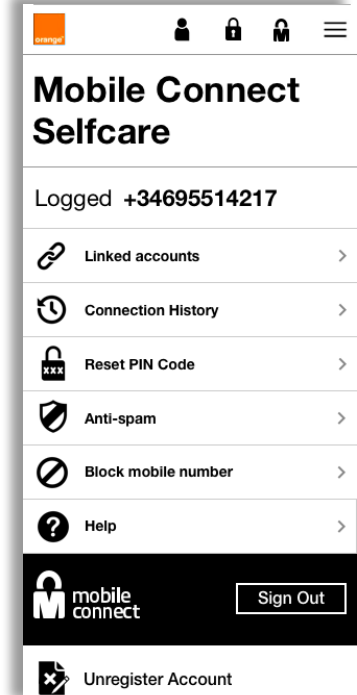
White header style



Desktop



Mobile



Linked Accounts

Desktop

Mobile

We have changed from the current popup format to a webpage based layout.

You can use the drop down arrow to get more information about each mobile service.

orange

Start Releases mobile My line Contract Bills Being from Orange Help

Mobile connect > Linked Accounts

Linked Accounts

View all your accounts and services linked to your Mobile Connect account

Required by	Registration date
My Orange	22/11/2017

Required by	Registration date
Client Mobile Connect OES	22/11/2017

Authentication mechanism against third parties

With this functionality it allows the unique authentication service through the mobile line, either directly through an Ok button that has to be pressed from the mobile line registered in the Mobile Connect Service or through a Personal Code of access, which must also be dialed from the mobile line registered in the Mobile Connect Service

Back

orange

< Mobile connect

Linked Accounts

View all your accounts and services linked to your Mobile Connect account

Required by	Registration date
My Orange	22/11/2017

Required by	Registration date
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Authentication mechanism against third parties

With this functionality it allows the unique authentication service through the mobile line, either directly through an Ok button that has to be pressed from the mobile line registered in the Mobile Connect Service or through a Personal Code of access, which must also be dialed from the mobile line registered in the Mobile Connect Service

Back



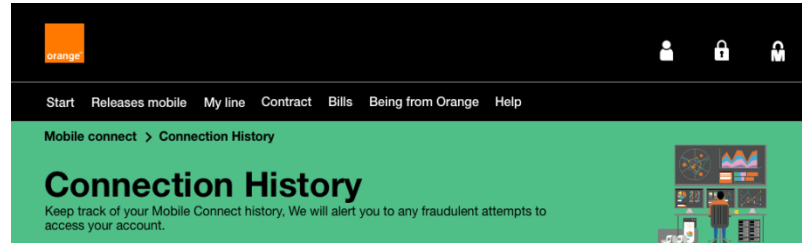
Connection History

For Connection history the main problem which needed to be solved was the scrolling on the pop up as this was creating 2 scrolls.

We have solved this by adding the history into different pages in a web browser. For desktop you can navigate with the next and previous buttons

For mobile there is another solution where you can load more history items at the end of your list.

Desktop



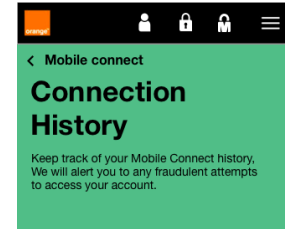
Date	Time	Service Provider	State
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	Client Mobile Connect	Rejected (Error)
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	Client Mobile Connect	Confirmed
23/11/2017	06:07	My Orange	Rejected (Error)
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	Client Mobile Connect	Confirmed
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	My Orange	Confirmed

< Previous

Next >

Back

Mobile



Date	Time	Service Provider	State
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	Client Mobile Connect	Rejected (Error)
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	My Orange	Rejected (Error)
23/11/2017	06:07	My Orange	Confirmed
23/11/2017	06:07	Client Mobile Connect	Confirmed
23/11/2017	06:07	My Orange	Confirmed

Back

Load Next

Reset PIN code

We have created a similar layout but with out a pop up system. To reset you PIN code you now have to go to this webpage entering your 4 digit pin, after this then the Confirm button will appear.

We added a Text saying “IBAN code” this was added to put to give more of a description on how to reset your pin code.

IBAN code will be requested only for Spain, other countries will request secret questions or nothing like france

Desktop

Mobile

The desktop screenshot shows a dark navigation bar with the Orange logo and user icons. Below it is a menu with 'Start', 'Releases mobile', 'My line', 'Contract', 'Bills', 'Being from Orange', and 'Help'. The main content area has a pink header with 'Mobile connect > Reset PIN Code'. The title 'Reset PIN Code' is followed by a sub-header: 'You have not yet created the Personal Code that is necessary to use Mobile Connect in linked accounts with a higher security level'. An illustration of a hand pointing at a smartphone screen is on the right.

IBAN code

To ensure the creation of your Personal Code, please enter the last 4 digits of the IBAN number used to pay your telephone bills

Confirm

Back

The mobile screenshot shows a dark navigation bar with the Orange logo and user icons. Below it is a pink header with 'Mobile connect' and a back arrow. The title 'Reset PIN Code' is followed by a sub-header: 'You have not yet created the Personal Code that is necessary to use Mobile Connect in linked accounts with a higher security level'.

IBAN code

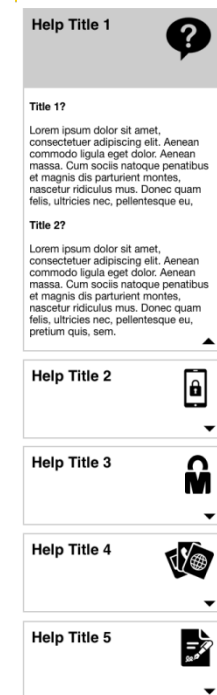
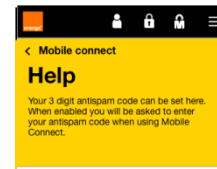
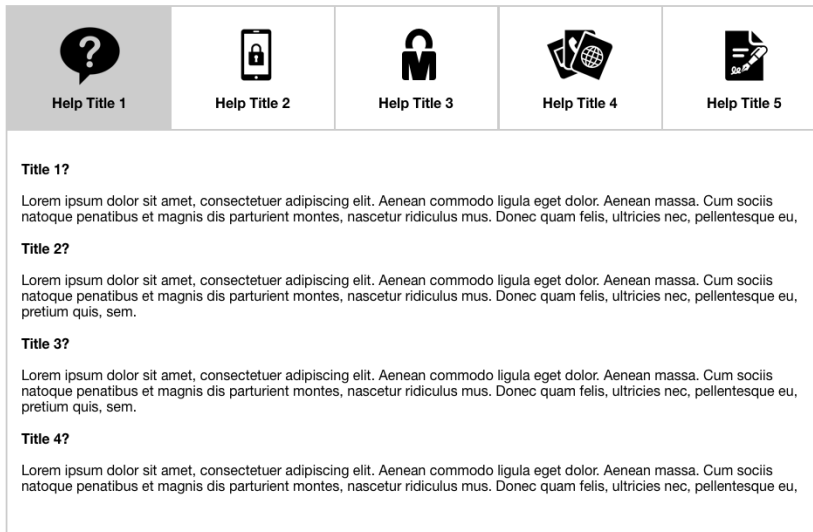
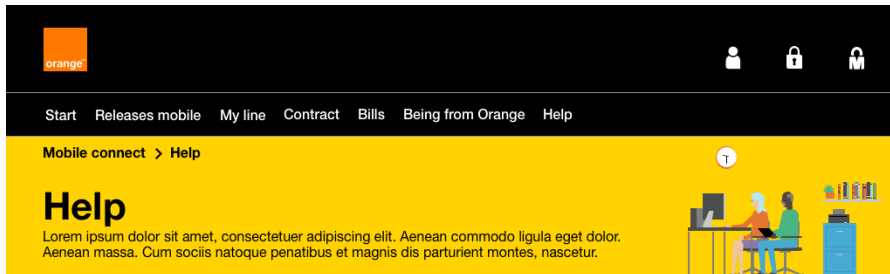
To ensure the creation of your Personal Code, please enter the last 4 digits of the IBAN number used to pay your telephone bills

Confirm

Back

Help

We have created a new page for this where you can select what you need help with from the top of the screen



Back

Back

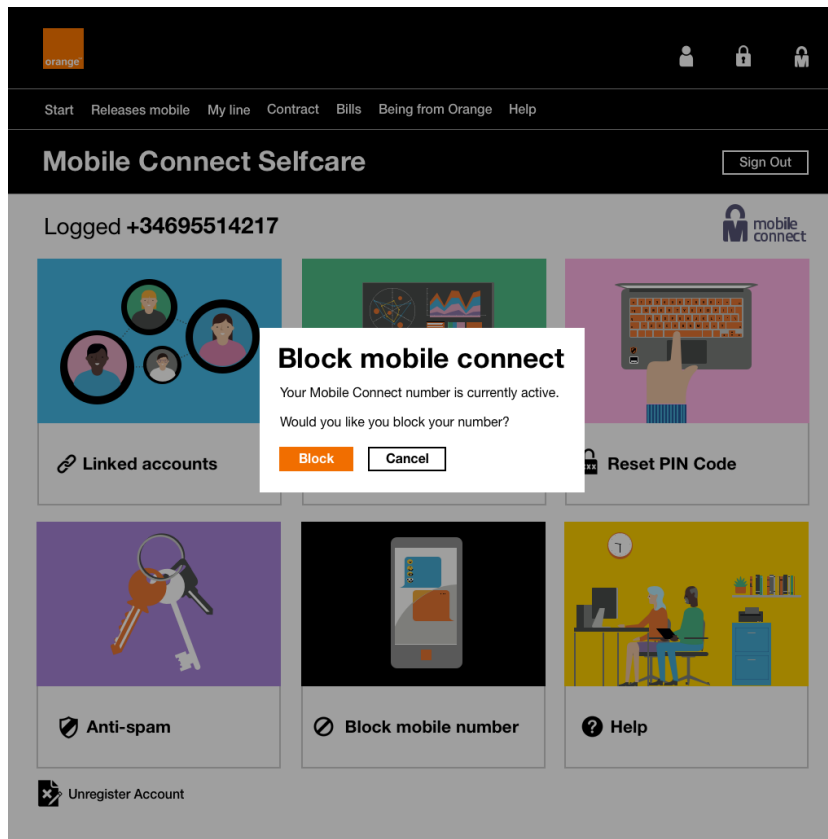
Blocking

On the previous version of the site. There doesn't seem to be much feedback when blocking your number.

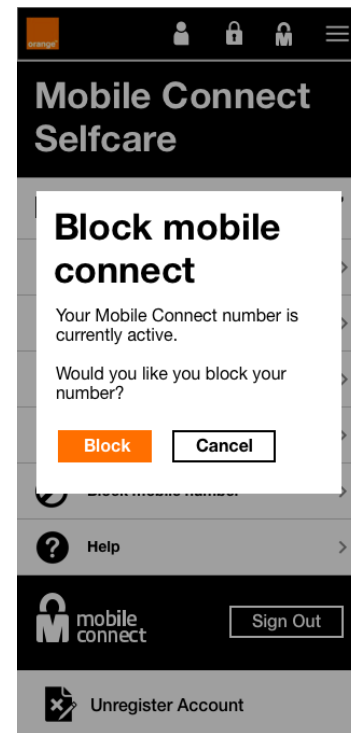
This pop up method allows you to have feedback and information about blocking your number



Desktop



Mobile



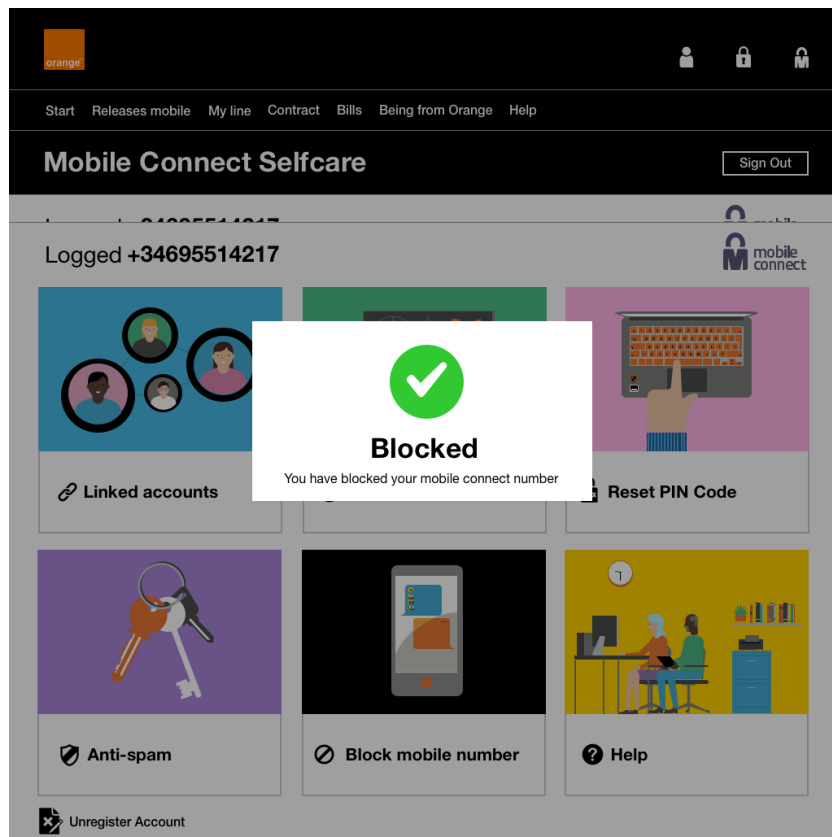
Blocking

When you have pressed the button to block your number, You now get feedback saying that you have blocked your number. Which previously we did not have.

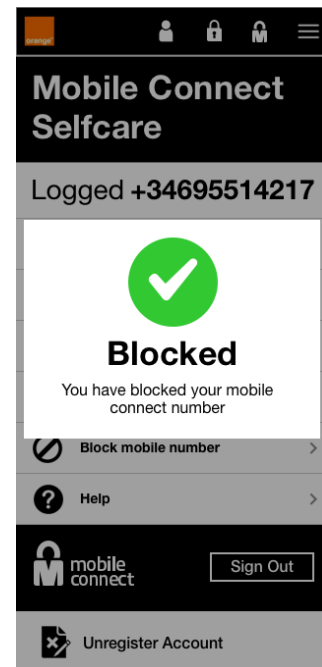
The blocked prompt will come up for around 1.5 seconds then you will see navigation menu again.



Desktop



Mobile



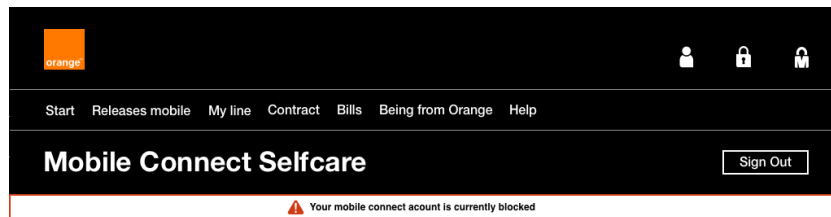
Unblocking

The same method as blocking but with different copy

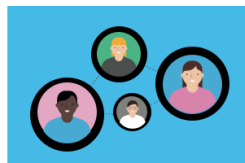
We now have a red bar at the top notifying you that your account is blocked



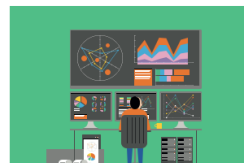
Desktop



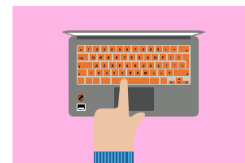
Logged +34695514217



Linked accounts



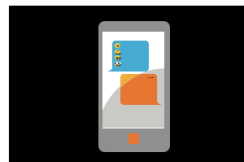
Connection History



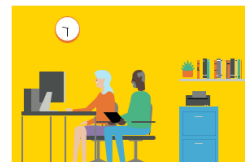
Reset PIN Code



Anti-spam



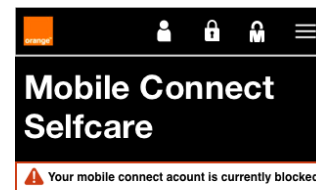
Block mobile number



Help

Unregister Account

Mobile



Logged +34695514217

Linked accounts >

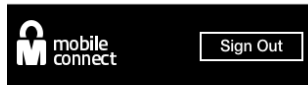
Connection History >

Reset PIN Code >

Anti-spam >

Block mobile number >

Help >



Unregister Account

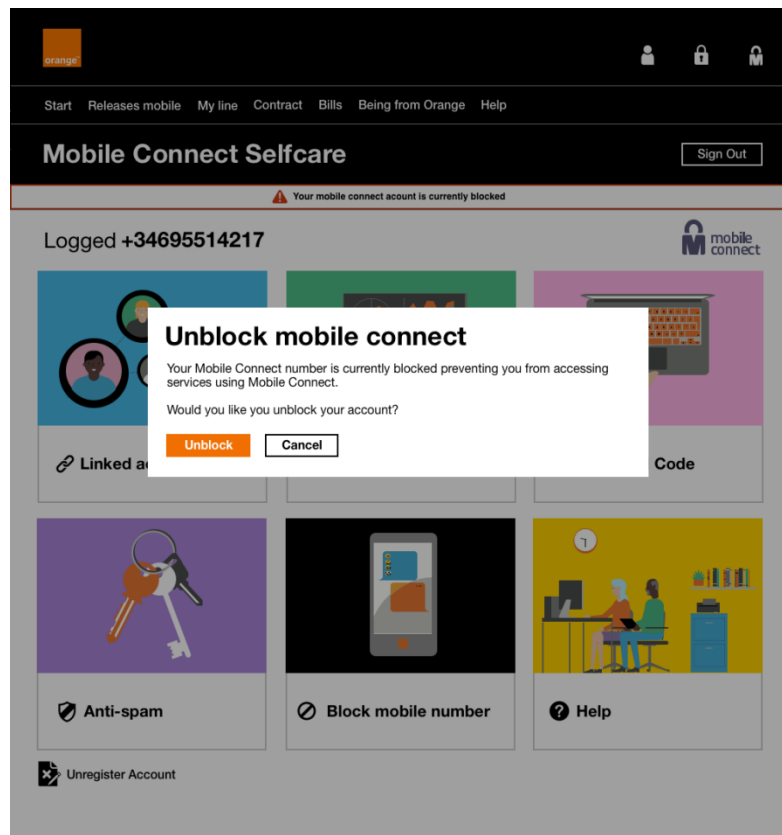
Unblocking

The same method as blocking but with different copy

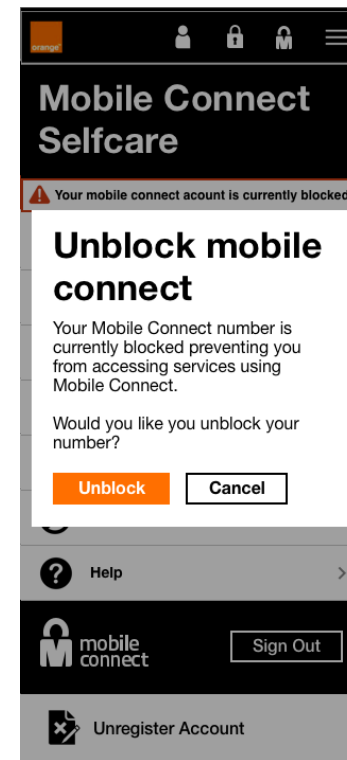
We now have a red bar at the top notifying you that your account is blocked



Desktop



Mobile



Unblocking

You now get a Unblocking successful prompt



Desktop

The desktop view of the Mobile Connect Selfcare portal features a dark header with the Orange logo, user profile, and lock icons. Below the header is a navigation bar with links: Start, Releases mobile, My line, Contract, Bills, Being from Orange, and Help. The main content area is titled "Mobile Connect Selfcare" and includes a "Sign Out" button. A central notification box displays a green checkmark, the word "Unblocked", and the message "You have unblocked your mobile connect number". The background shows a grid of service tiles: "Linked accounts", "Connection History", "Reset PIN Code", "Anti-spam", "Block mobile number", and "Help". An "Unregister Account" link is located at the bottom left.

Mobile

The mobile view of the Mobile Connect Selfcare portal has a dark header with the Orange logo, user profile, and lock icons. The main content area is titled "Mobile Connect Selfcare" and includes a "Sign Out" button. A central notification box displays a green checkmark, the word "Unblocked", and the message "You have unblocked your mobile connect number". Below the notification are three menu items: "Block mobile number", "Help", and "Unregister Account".

Anti spam



Concept 1

Activate box has now been removed. You can now activate the code with the button below.

The explanatory text has now changed to make it easier for users to understand what anti spam does.



A screenshot of the Orange Mobile Connect Selfcare web interface. At the top left is the Orange logo. The top navigation bar includes links for Start, Releases mobile, My line, Contract, Bills, Being from Orange, and Help. On the right of the navigation bar are icons for a user profile, a lock, and a mobile phone. Below the navigation bar is a dark header with "Mobile Connect Selfcare" and a "Sign Out" button. The main content area shows the user is logged in as "+34695514217" and features a "mobile connect" logo. A central modal dialog titled "Anti-spam" is displayed. The dialog contains the following text: "What is anti-spam? Get better security by creating antispam protection. This will block other people who are trying to spam your phone number. Create a 5-character code below then press activate. You will be asked to enter this code when logging in with Mobile Connect." Below this text is a section titled "Create your 5 digit code" with a single text input field. At the bottom of the dialog are two buttons: "Activate" (orange) and "Cancel" (white with black border). The background of the interface is dimmed, showing a grid of service tiles: "Anti-spam" (with a shield icon), "Block mobile number" (with a crossed-out circle icon), and "Help" (with a question mark icon). Other partially visible tiles include "Linked a...", "Code", and a tile with a key icon.

When you click activate the text box then become active with a black outline

You can now enter your 5 digit code

If you click on “Activate” you will receive a message seen in the next screen

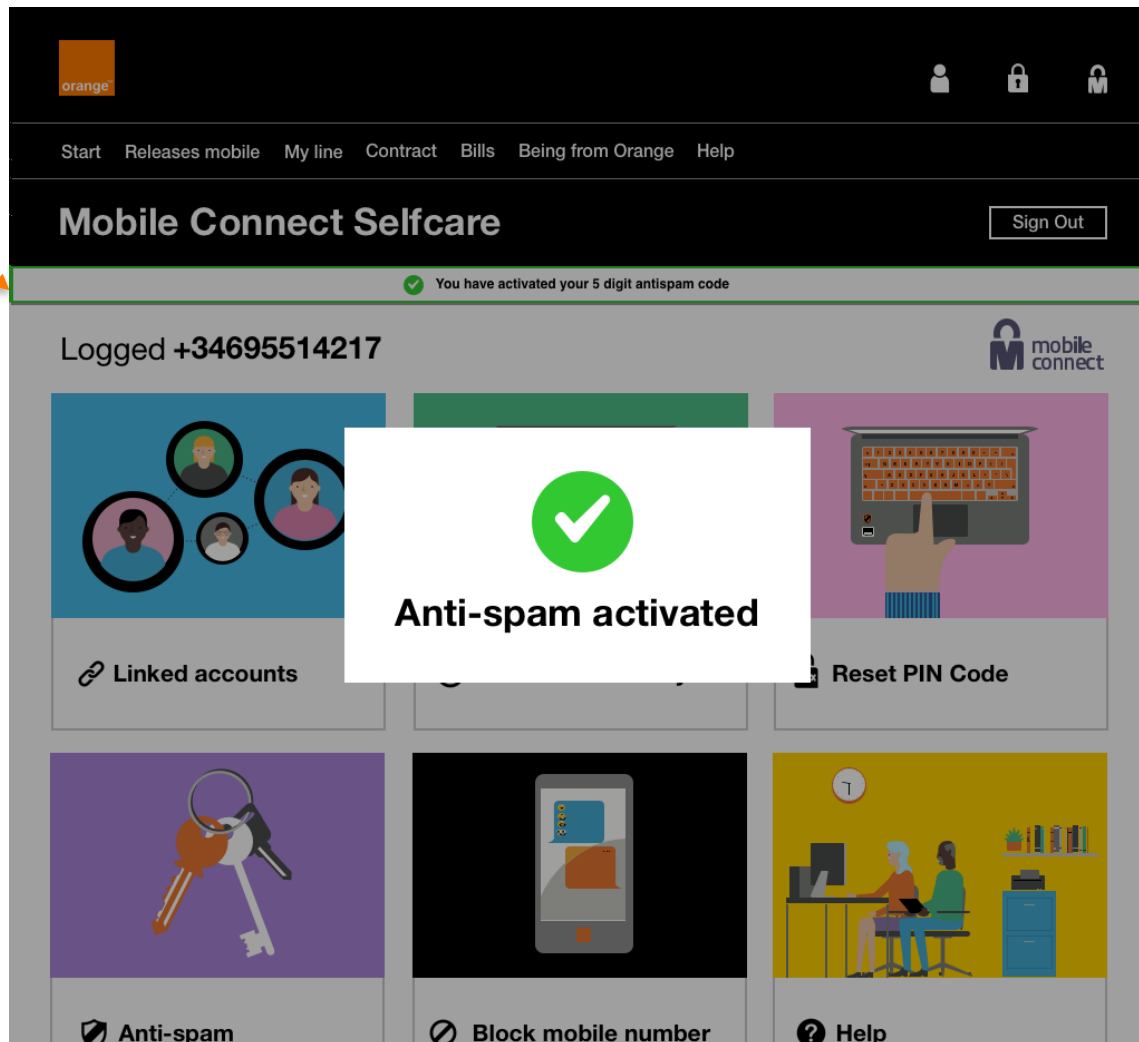


A screenshot of the Orange Mobile Connect Selfcare web portal. The page has a dark header with the Orange logo and navigation links: Start, Releases mobile, My line, Contract, Bills, Being from Orange, and Help. A "Sign Out" button is in the top right. Below the header, it says "Logged +34695514217" and "mobile connect". The main content area features a grid of service tiles: "Anti-spam" (with a shield icon), "Block mobile number" (with a crossed-out circle icon), and "Help" (with a question mark icon). A white dialog box is overlaid on the "Anti-spam" tile. The dialog box has the title "Anti-spam" and the sub-header "What is anti-spam?". The text inside reads: "Get better security by creating antispam protection. This will block other people who are trying to spam your phone number." and "Create a 5-character code below then press activate. You will be asked to enter this code when logging in with Mobile Connect." Below this text is a form field labeled "Create your 5 digit code" containing the text "12345". At the bottom of the dialog are two buttons: "Activate" (orange) and "Cancel" (white with black border).

The top notification bar appears above, let you know that additional security is active

Tick icon with text on model

This will now take you back to the self-care menu about 1.5 seconds





The top notification bar appears above, let you know that additional security is active. This will disappear on your next interaction in self-care.





Logged +34695514217





 **Linked accounts**

 **Connection History**

 **Reset PIN Code**

 **Anti-spam**

 **Block mobile number**

 **Help**



You can now see the code that you previously made your code. You can change the code by pressing the “change your code” link. This activate a text box to change your code. Seen on the next slide.

The screenshot shows the Orange Mobile Connect Selfcare interface. At the top, there is a navigation bar with the Orange logo and links for Start, Releases mobile, My line, Contract, Bills, Being from Orange, and Help. Below this is the "Mobile Connect Selfcare" header with a "Sign Out" button. The user is logged in as "+34695514217". A modal dialog box titled "Anti-spam" is displayed in the center. The dialog contains the following text: "What is anti-spam? Get better security by creating antispam protection. This will block other people who are trying to spam your phone number. You will be asked to enter this code when logging in with Mobile Connect." Below this, it states "This is your current Anti-spam code 12345". There are two buttons: "Deactivate" (orange) and "Cancel" (white with black border). At the bottom of the dialog, it asks "Would you like to change your code?" with a link. An orange arrow points from the text on the left slide to the "change your code?" link in the dialog. The background interface shows a "Code" field and a grid of service tiles including "Anti-spam", "Block mobile number", and "Help".



You can now change your anti-spam code

The copy has changed “Enter your new 5 digit Anti-spam code”

You have to press the confirm button to change this.



The screenshot shows the Orange Mobile Connect Selfcare web interface. At the top, there is a navigation bar with the Orange logo, user profile, lock, and help icons, and a menu with items like "Start", "Releases mobile", "My line", "Contract", "Bills", "Being from Orange", and "Help". Below this is a dark header with "Mobile Connect Selfcare" and a "Sign Out" button. The main content area shows the user is logged in as "+34695514217". A central dialog box titled "Anti-spam" prompts the user to "Enter your new 5 digit code" with a text input field and "Confirm" and "Cancel" buttons. The background interface features several service tiles: "Linked accounts", "Connection History", "Reset PIN Code", "Anti-spam", "Block mobile number", and "Help".

Prompt model box to show you have changed your antispam code.



The screenshot shows the Orange Mobile Connect Selfcare portal. At the top left is the Orange logo. The navigation bar includes links for Start, Releases mobile, My line, Contract, Bills, Being from Orange, and Help. The main header displays "Mobile Connect Selfcare" and a "Sign Out" button. A green notification bar states "You have deactivated anti-spam". Below this, the user is logged in as "+34695514217". The dashboard features several service tiles: "Linked accounts", "Reset PIN Code", "Additional Security", "Unlock mobile number", and "Help". A white modal box with a green checkmark icon is centered on the screen, displaying the text "Anti-spam code updated".

ERROR SCREEN

The text box turns red to show that you have caused an error

Explanatory text appears below to let you know what the problem is

The screenshot shows the Orange Mobile Connect Selfcare web interface. At the top, there is an orange logo and navigation links: Start, Releases mobile, My line, Contract, Bills, Being from Orange, and Help. A 'Sign Out' button is in the top right. The user is logged in as '+34695514217'. The main content area has a grid of cards for 'Anti-spam', 'Block mobile number', and 'Help'. An 'Anti-spam' dialog box is open, titled 'Anti-spam' with the sub-header 'What is Antiispam?'. The dialog explains that creating anti-spam protection will block spammers and asks the user to create a 5-character code. The user has entered '12' in a red-bordered input field, with a red error message below it: 'You must enter 5 digits'. There are 'Activate' and 'Cancel' buttons at the bottom of the dialog.



A pop up model box shows when you have deactivated your anti-spam feature.

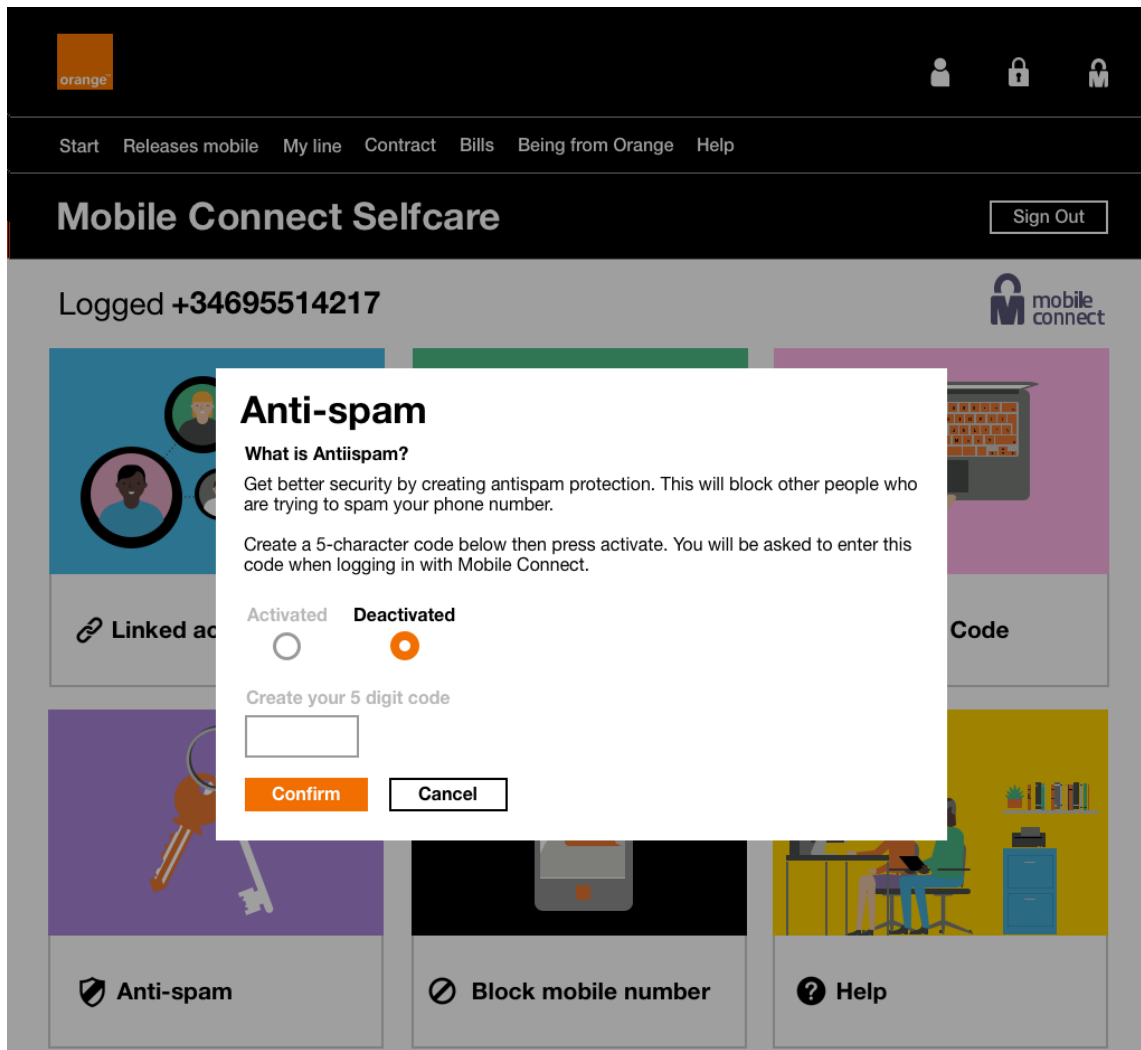
The screenshot displays the Orange Mobile Connect Selfcare interface. At the top left is the Orange logo. The navigation bar includes links for Start, Releases mobile, My line, Contract, Bills, Being from Orange, and Help. The main header reads "Mobile Connect Selfcare" with a "Sign Out" button on the right. A green notification bar at the top of the content area states "You have deactivated anti-spam". The user is logged in as "+34695514217". The dashboard features several service tiles: "Linked accounts" (with a group of people icon), "Connection History" (with a circular arrow icon), "Reset PIN Code" (with a laptop icon), "Additional Security" (with a key icon), "Block mobile number" (with a mobile phone icon), and "Help" (with a question mark icon). A white pop-up box with a green checkmark and the text "Anti-spam Deactivated" is overlaid on the "Linked accounts" and "Connection History" tiles.



Concept 2

We now have radio buttons that we can toggle between to activate and deactivate.

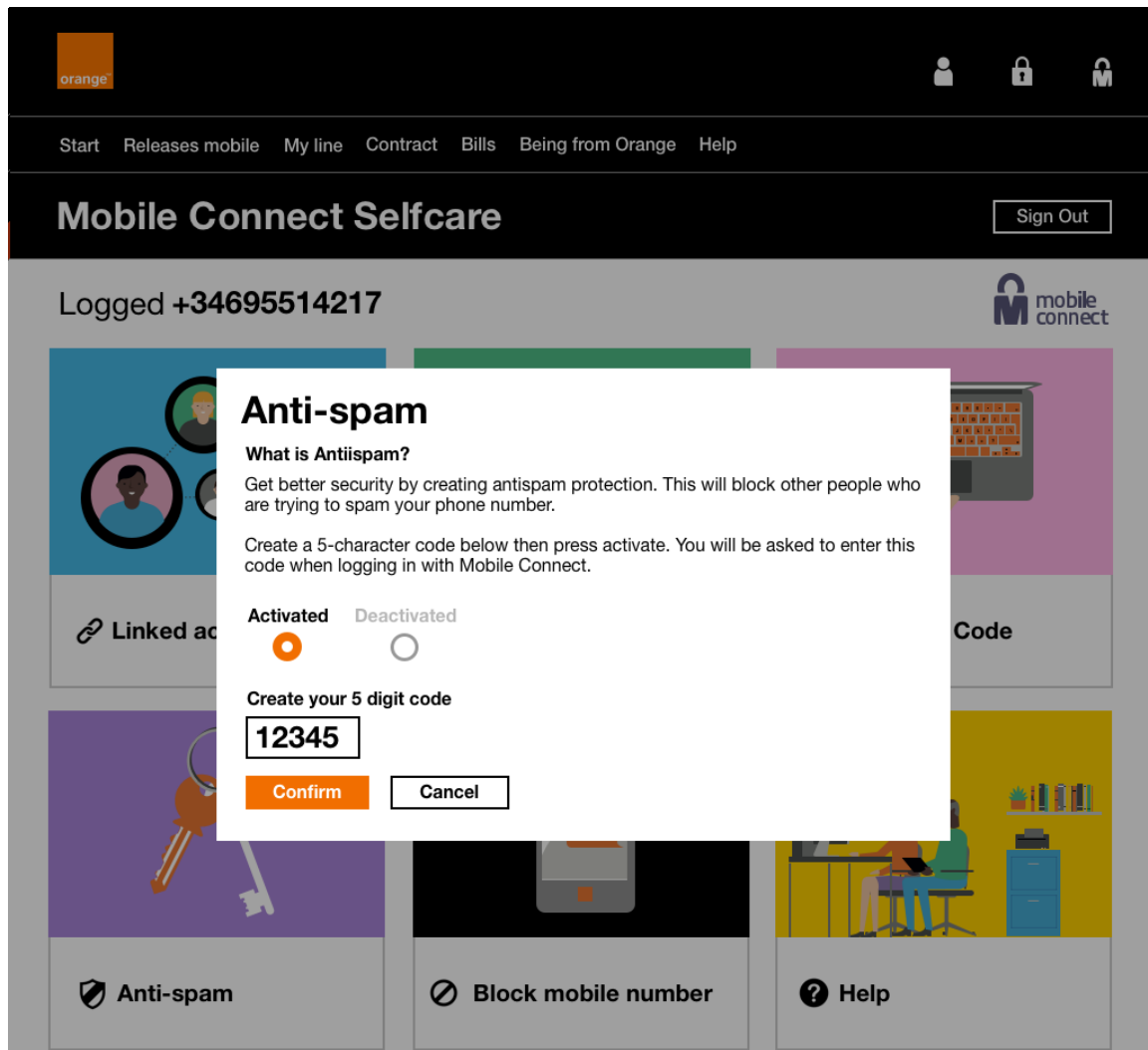
The explanatory text has now changed to make it easier for users to understand what anti spam does.



When you click activate the text box then become active with a black outline

You can now enter your 5 digit code

If you click on “Confirm” you will receive a message seen in the next screen

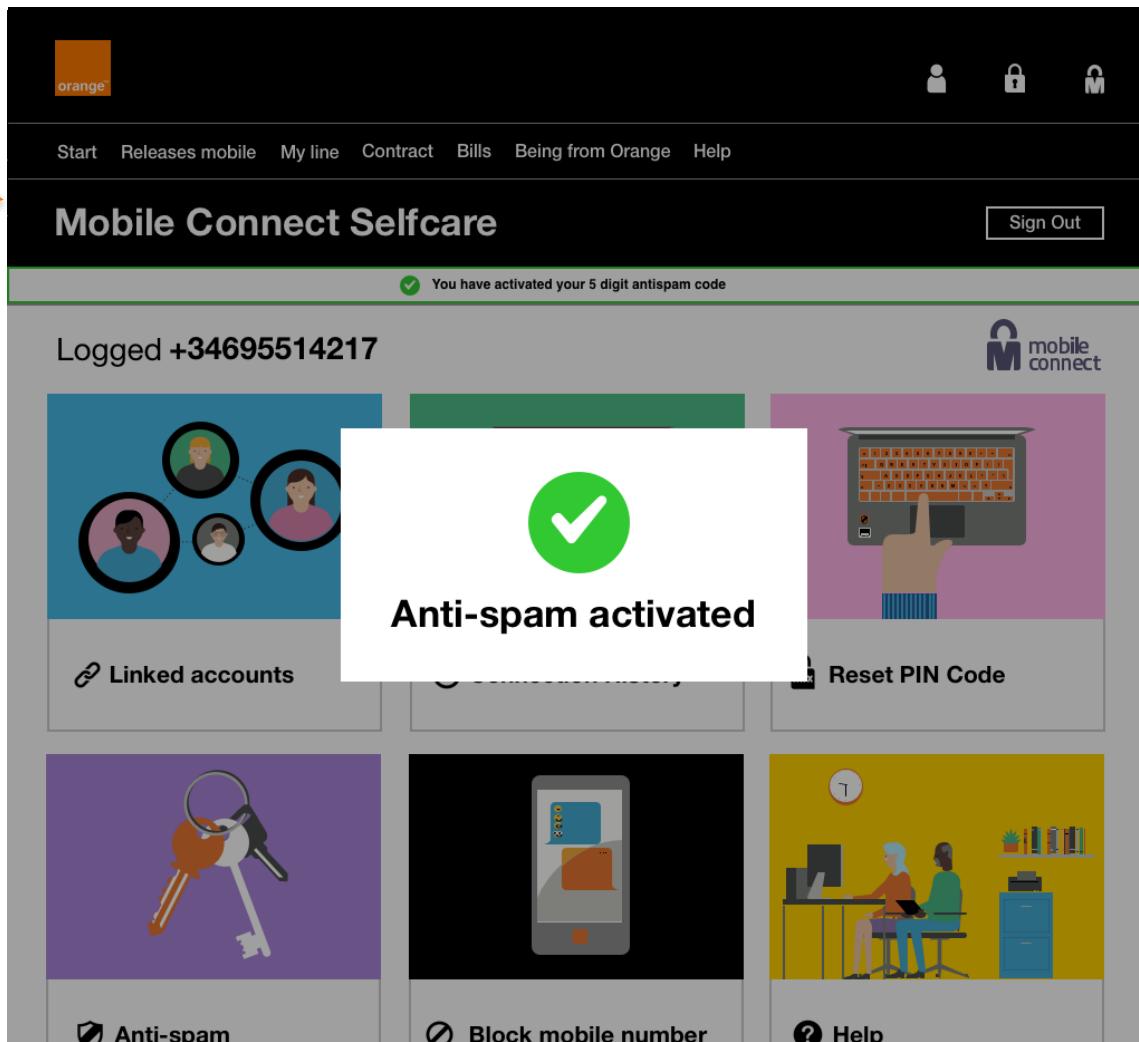


The top notification bar appears above, let you know that additional security is active



Tick icon with text on model

This will now take you back to the self-care menu about 1.5 seconds



The top notification bar appears above, let you know that additional security is active. This will disappear on your next interaction in self-care.



orange

Start Releases mobile My line Contract Bills Being from Orange Help

Mobile Connect Selfcare

Sign Out

✓ You have activated your 5 digit antis spam code

Logged +34695514217



🔗 **Linked accounts**

🕒 **Connection History**

🔒 **Reset PIN Code**

🛡️ **Anti-spam**

🚫 **Block mobile number**

❓ **Help**



You can now change your anti-spam code

The copy has changed “Change your Anti-spam code”

You have to press the confirm button to change this.



The screenshot shows the Orange Mobile Connect Selfcare web interface. At the top, there is an orange logo and navigation links: Start, Releases mobile, My line, Contract, Bills, Being from Orange, and Help. The main header reads "Mobile Connect Selfcare" with a "Sign Out" button. Below the header, it says "Logged +34695514217" and the "mobile connect" logo. A modal dialog titled "Anti-spam" is open in the center. The dialog contains the following text: "What is AntiSpam? Get better security by creating antispam protection. This will block other people who are trying to spam your phone number. You will be asked to enter this code when logging in with Mobile Connect." Below this, there are two radio buttons: "Activated" (selected) and "Deactivated". The dialog then states "This is your current Anti-spam code 12345" and has "Confirm" and "Cancel" buttons. At the bottom of the dialog, it asks "Would you like to change your code?". The background interface shows a "Linked" button and a "N Code" label. At the bottom of the page, there are three menu items: "Anti-spam", "Block mobile number", and "Help".

You can deactivate simply by pressing the Deactivate toggle.

By pressing confirm you will have deactivated anti spam.



The screenshot shows the Orange Mobile Connect Selfcare interface. At the top, there is a navigation bar with the Orange logo and user icons. Below it, a menu bar contains links for Start, Releases mobile, My line, Contract, Bills, Being from Orange, and Help. The main header reads "Mobile Connect Selfcare" with a "Sign Out" button. The user is logged in as "+34695514217". The interface features a grid of service tiles: "Linked accounts", "Connection History", "Reset PIN Code", "Anti-spam", "Block mobile number", and "Help". The "Anti-spam" tile is currently selected, and a white confirmation dialog is overlaid on the screen. The dialog has the title "Anti-spam" and the text "Enter your new 5 digit code" above a text input field. At the bottom of the dialog are two buttons: "Confirm" (in orange) and "Cancel".

Prompt model box to show you have changed your antispam code.

The screenshot displays the Orange Mobile Connect Selfcare interface. At the top left is the Orange logo. The navigation bar includes links for Start, Releases mobile, My line, Contract, Bills, Being from Orange, and Help. The main header reads "Mobile Connect Selfcare" with a "Sign Out" button on the right. A green notification bar at the top of the content area states "You have updated your antispam code" with a green checkmark icon. Below this, the user is logged in as "+34695514217". The dashboard features several service tiles: "Linked accounts" (with a chain icon), "Reset PIN Code" (with a hand pointing at a laptop), "Additional Security" (with a key icon), "Block mobile number" (with a smartphone icon), and "Help" (with a question mark icon). A white modal box is centered over the dashboard, containing a large green checkmark icon and the text "Anti-spam code updated".



ERROR SCREEN

The text box turns red to show that you have caused an error

Explanatory text appears below to let you know what the problem is

The screenshot shows the Orange Mobile Connect Selfcare app interface. At the top, there is an orange logo and navigation icons for user profile, lock, and help. Below the navigation bar, the text "Start Releases mobile My line Contract Bills Being from Orange Help" is visible. The main header reads "Mobile Connect Selfcare" with a "Sign Out" button. The user is logged in as "+34695514217". A modal dialog titled "Anti-spam" is displayed in the foreground. The dialog contains the following text: "What is Antiisbam? Get better security by creating antisipam protection. This will block other people who are trying to spam your phone number. Create a 5-character code below then press activate. You will be asked to enter this code when logging in with Mobile Connect." Below this text are two radio buttons: "Activated" (selected) and "Deactivated". A section titled "Create your 5 digit code" shows a text input field containing "12", which is highlighted with a red border. Below the input field, the text "You must enter 5 digits" is displayed in red. At the bottom of the dialog are two buttons: "Confirm" and "Cancel". The background of the app is dimmed, showing various service tiles like "Linked a", "Code", and "Anti-spam".



A pop up model box shows when you have deactivated your anti-spam feature.

The screenshot displays the Orange Mobile Connect Selfcare interface. At the top, the Orange logo is on the left, and user icons are on the right. A navigation bar contains links for Start, Releases mobile, My line, Contract, Bills, Being from Orange, and Help. Below this, the page title "Mobile Connect Selfcare" is shown with a "Sign Out" button. A green notification bar states "You have deactivated anti-spam". The user is logged in as "+34695514217". A central white pop-up box with a green checkmark icon and the text "Anti-spam Deactivated" is overlaid on the main content area. The background shows a grid of service tiles: "Linked accounts", "Connection History", "Reset PIN Code", "Additional Security", "Block mobile number", and "Help".



Anti-spam in user flow



BNP Banking

As part of our partnership with Orange, you can fill out your registration form with data from your Orange account. BNP will use your Orange data only in the context of creating your account. Log-on to your Orange account securely using Mobile Connect

Mobile Connect Log-in

Or just fill in the form below as usual

Please enter the following information

Title
Input

First Name
Input

Second Name
Input

Country
Input

Date of birth
Input

E-Mail
Input

Phone number
Input

Next

Log-in

Enter your Orange Phone number:

Input

Login

Not Registered yet?
Register

Have you registered already but forgot your PIN?
Reset your PIN

mobile connect

T&C FAQ Discover

Anti-spam

To continue with this authentication please enter your anti-spam code:

Input

Submit Cancel

mobile connect

T&C FAQ Discover

Authenticate

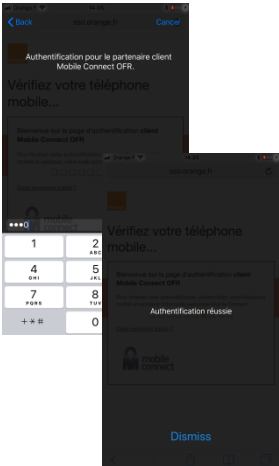
+44 738182853

To complete your authentication for "Client Name" by Orange.

Unlock your phone and enter your Mobile Connect PIN when prompted.

mobile connect

T&C FAQ Discover



Connect with Orange

+44 738182853
Change account

You are about to connect "Service provider" with your Orange account

Continue Cancel

mobile connect

T&C FAQ Discover

BNP Banking

Please enter the following information

Title
Mr

First Name
Aaron

Second Name
Norman

Country
United Kingdom

Date of birth
16/11/1987

E-Mail
aaron.norman@orange.com

Phone number
07933847284

Next

Pages managed by Orange

Page managed by SP

Page managed by SP

Using Anti-spam with Authentication

The screenshot displays a mobile authentication interface for Orange. At the top right, there is a language selection dropdown menu set to 'FR'. The main content area features a central dialog box with the Orange logo at the top left. The dialog is titled 'Anti-spam' and contains the text: 'To continue with this authentication please enter your anti-spam code:'. Below this text is a text input field, followed by two buttons: 'Submit' (in an orange box) and 'Cancel' (in a white box with a black border). The 'mobile connect' logo is positioned at the bottom center of the page. In the bottom right corner, there is a dark navigation bar with links for 'T&C', 'FAQ', and 'Discover'. A footer bar at the very bottom contains the text 'T&C Read our FAQ Discover Mobile Connect'. An orange square with the 'orange' logo is visible in the bottom left corner of the overall image.



Orange

Login / Sign up

Login / Sign Up

Desktop

Mobile

1- New background image

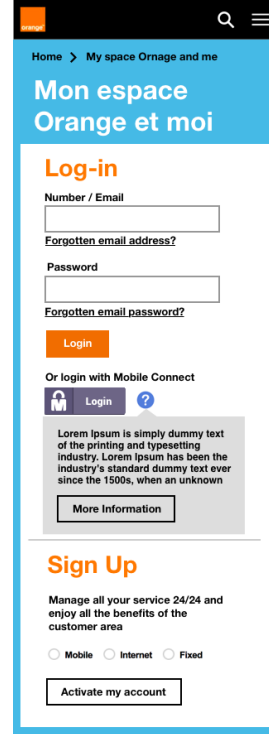
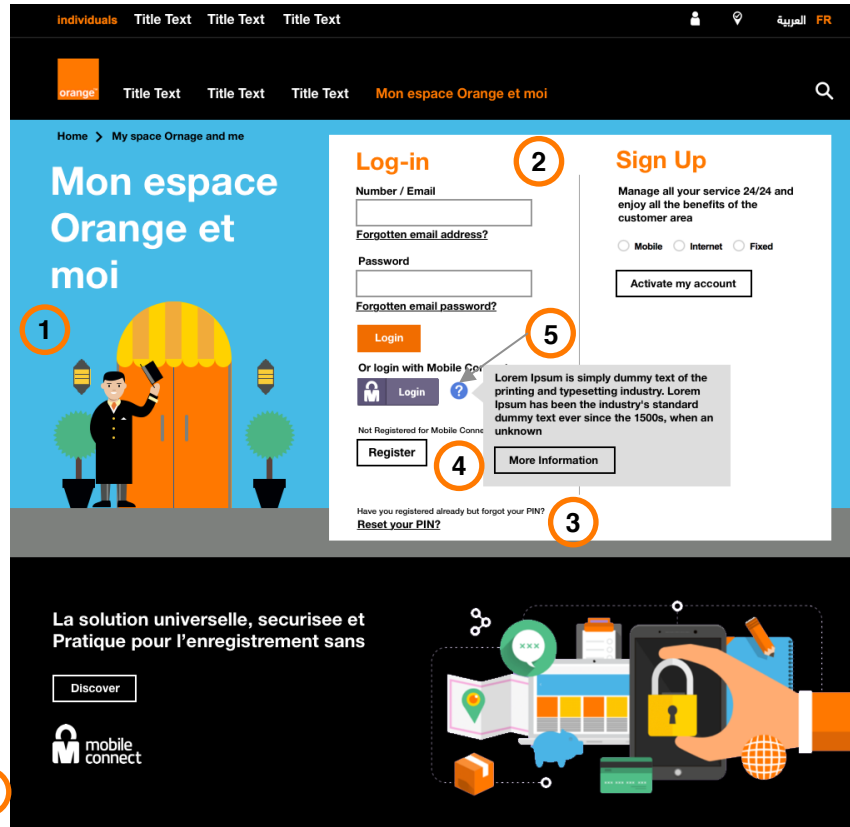
2 - New UI layout for login

3 - Can reset your PIN

4- Can now register

5 – “?” pop up will now link to mobile connect lander.

6 – banner image has changed to black and image has moved to the right / text on left



Mobile Connect

Self-care Access

Self-care Access

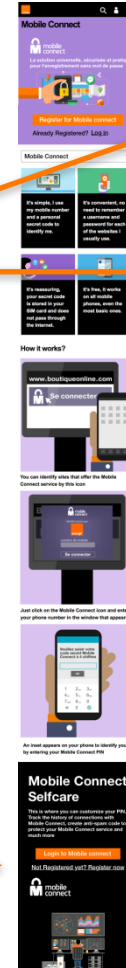
Suggestions

1. Header image – image moved to the right side and text moved to left side.

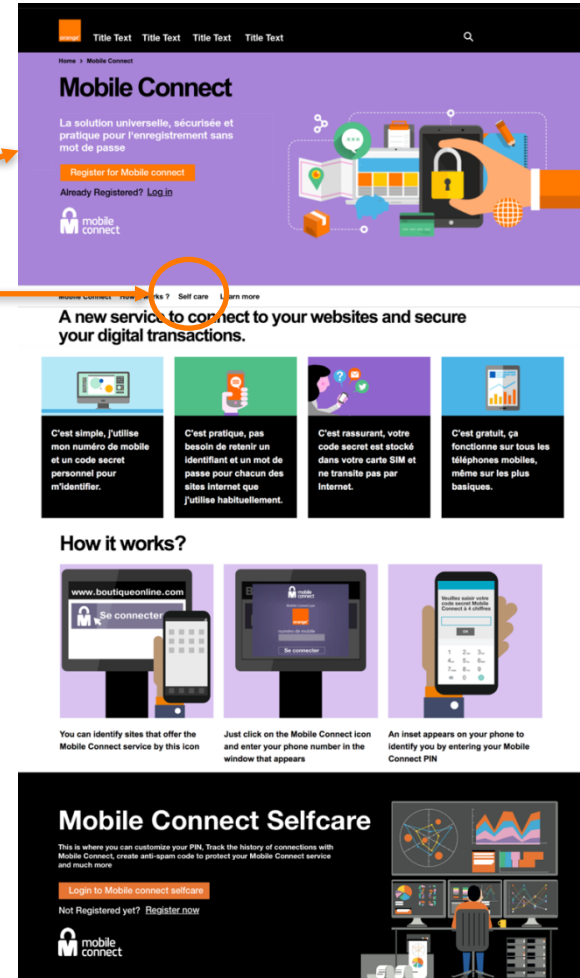
2. Self care in the Navigation menu

3. New section added to enter mobile connect self-care (Promotional banner)

Mobile



Desktop



Mobile Connect Login

Login Suggestions

Desktop

1- Orange logo at the top

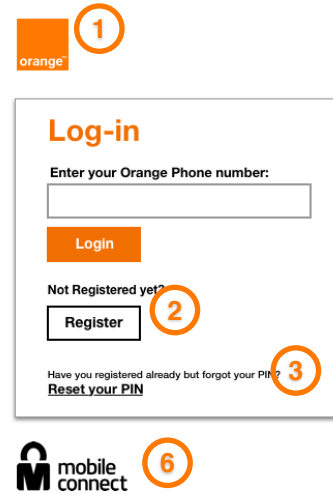
2 - Registration process added

Removed cancel button

3 - You can now register and reset your PIN.

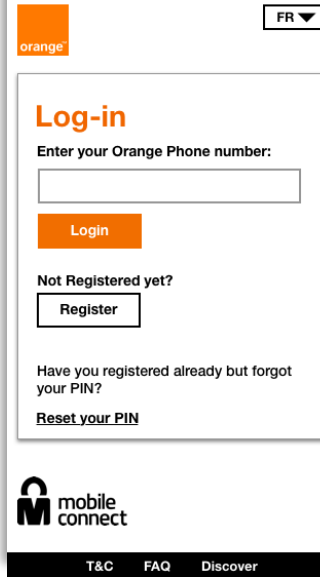
4 - Footer with T&C, FAQ and link to mobile connect site

5 - Background Color now white (compliant)



The desktop login form is centered on a white background. At the top left is the orange logo (1). Below it is a text input field for the phone number (5). An orange 'Login' button is below the input field. Below the button is the text 'Not Registered yet?' with a 'Register' button (2). At the bottom of the form is the text 'Have you registered already but forgot your PIN?' with a 'Reset your PIN' link (3). Below the form is the 'mobile connect' logo (6). A language dropdown menu 'FR' is in the top right corner.

Mobile



The mobile login form is centered on a white background. At the top left is the orange logo. Below it is a text input field for the phone number. An orange 'Login' button is below the input field. Below the button is the text 'Not Registered yet?' with a 'Register' button. At the bottom of the form is the text 'Have you registered already but forgot your PIN?' with a 'Reset your PIN' link. Below the form is the 'mobile connect' logo. A language dropdown menu 'FR' is in the top right corner. The footer contains links for 'T&C', 'FAQ', and 'Discover'.

6- Mobile connect logo – same height as orange logo

Login Authorizing

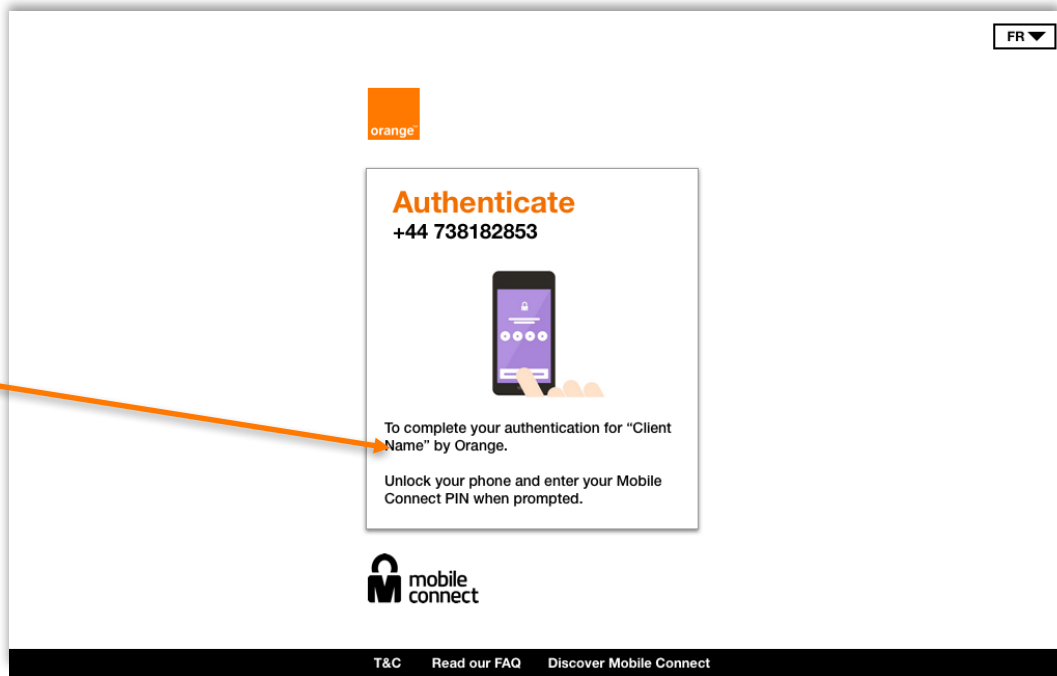
Suggestions

Desktop

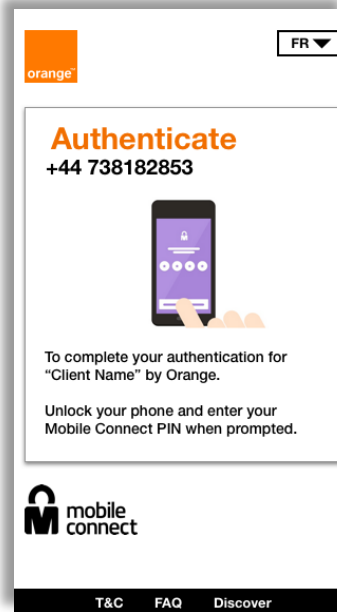
Phone image on both mobile and desktop.

The copy changes on Mobile from desktop

Added dynamic text changes for clients Authorisation.



Mobile



Login Error

Suggestions

- Dynamic text change
(Error Text changes)

- Phone number
displayed

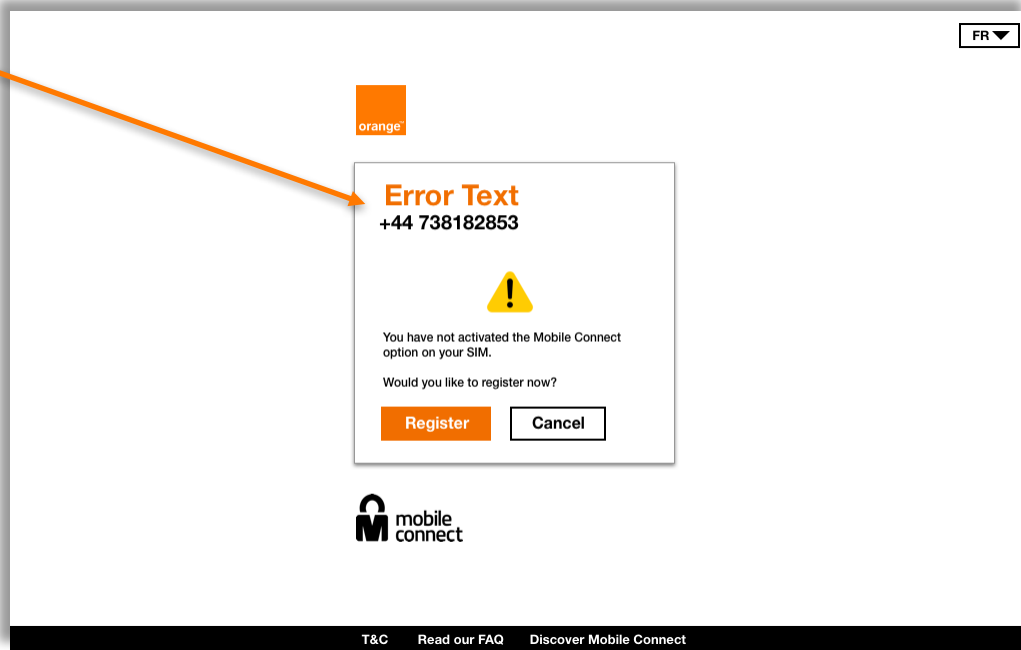
- Removed loader

- New styling for Error

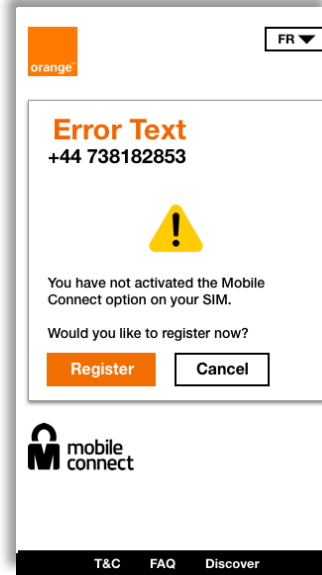
- Keep background
image

- New icon

Desktop



Mobile

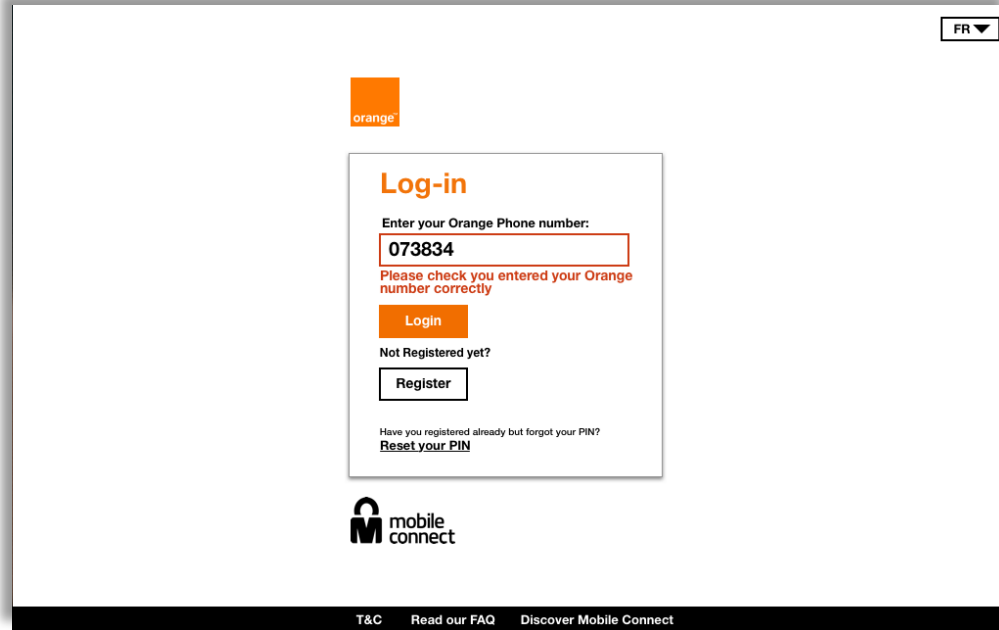


Login phone number Error

Suggestions

Desktop

- Error with text field



FR ▼

orange

Log-in

Enter your Orange Phone number:

Please check you entered your Orange number correctly

Login

Not Registered yet?

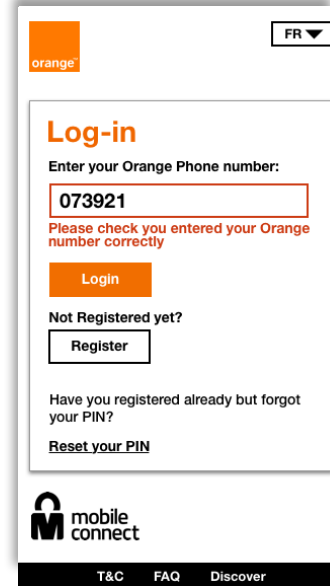
Register

Have you registered already but forgot your PIN?
[Reset your PIN](#)

mobile connect

T&C Read our FAQ Discover Mobile Connect

Mobile



FR ▼

orange

Log-in

Enter your Orange Phone number:

Please check you entered your Orange number correctly

Login

Not Registered yet?

Register

Have you registered already but forgot your PIN?
[Reset your PIN](#)

mobile connect

T&C FAQ Discover



User Flow

Previously


Step 1

- Is activation of my service immediate? ▼
- How to choose my Mobile Connect PIN? ▼
- Is it necessary to install a dedicated application to use Mobile Connect? ▼
- How to connect with Mobile Connect? ▼
- Manage my Mobile Connect service ▲
- Your Mobile Connect client area is available here. It allows you to customize your PIN, track the history of connections made with Mobile Connect, create anti-spam code to protect your Mobile Connect service.
- Personal data ▼
- Mobile Connect, an exclusive Orange? ▼


Step 2


mobile connect Français

Mobile Connect est un service sécurisé qui vous permet d'accéder à tous vos services favoris et vos comptes sécurisés en entrant un simple mot de passe à 4 chiffres sur votre téléphone mobile

- 

Allez sur votre compte et cliquez sur "Mobile Connect".

[Se connecter](#)
- 

Entrez votre mot de passe à 4 chiffres sur votre téléphone.
- 

Accédez directement à votre service sans connaître votre nom d'utilisateur et votre mot de passe.

[S'inscrire](#)

Step 3

orange

Authentification Mobile Connect avec Orange

Bienvenue sur la page d'authentification, **Selfcare Mobile Connect**

Pour réaliser cette authentification, veuillez saisir :

Votre numéro Orange *

[Annuler](#) [Suivant](#)

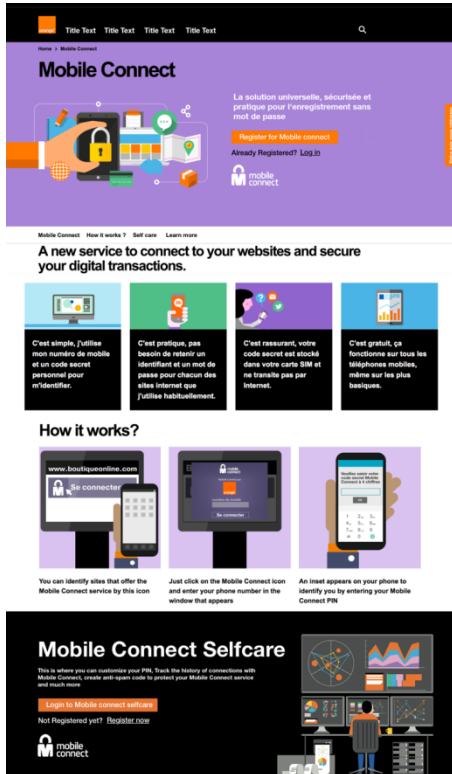
Code personnel oublié ?

mobile connect

User Flow

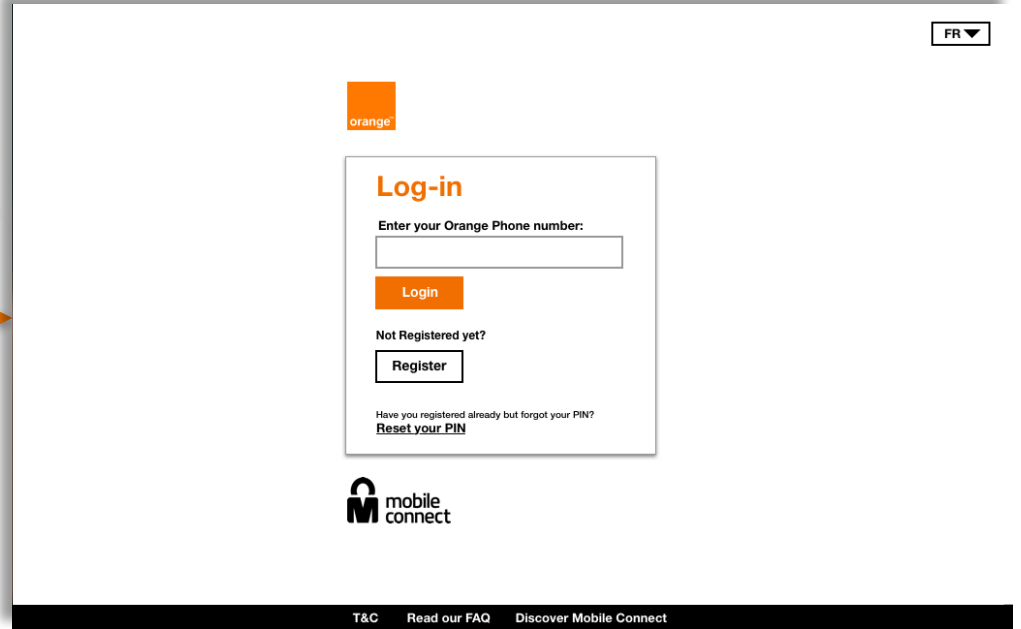
Suggested

Step 1



The screenshot shows the Mobile Connect landing page. At the top, there is a navigation bar with the Orange logo and several 'Title Text' placeholders. The main heading is 'Mobile Connect'. Below it, there is a large illustration of a hand holding a smartphone with a lock icon, and a text block describing the service as a universal, secure, and practical solution for registration without a password. A 'Register for Mobile connect' button is visible. Below this, there are four columns of text explaining the benefits: 'C'est simple, j'utilise mon numéro de mobile et un code secret personnel pour m'identifier.', 'C'est pratique, pas besoin de retenir un identifiant et un mot de passe pour chacun des sites Internet que j'utilise habituellement.', 'C'est rassurant, votre code secret est stocké dans votre carte SIM et ne transite pas par Internet.', and 'C'est gratuit, ça fonctionne sur tous les téléphones mobiles, même sur les plus basiques.' A 'How it works?' section follows with three images showing the process: identifying the icon on a website, clicking the icon to enter the phone number, and an inset appearing on the phone to enter the PIN. At the bottom, there is a 'Mobile Connect Selfcare' section with a 'Login to Mobile connect selfcare' button and a 'Not Registered yet? Register now' link.

Step 2



The screenshot shows the Mobile Connect login page. At the top right, there is a language selector 'FR'. The Orange logo is in the top left. The main heading is 'Log-in'. Below it, there is a form labeled 'Enter your Orange Phone number:' with a text input field. A 'Login' button is below the input field. Below the button, there is a link 'Not Registered yet?' and a 'Register' button. At the bottom of the form, there is a link 'Have you registered already but forgot your PIN? Reset your PIN'. The Mobile Connect logo is at the bottom left of the page. At the bottom of the page, there is a footer with links for 'T&C', 'Read our FAQ', and 'Discover Mobile Connect'.

SMS OTP Authenticator

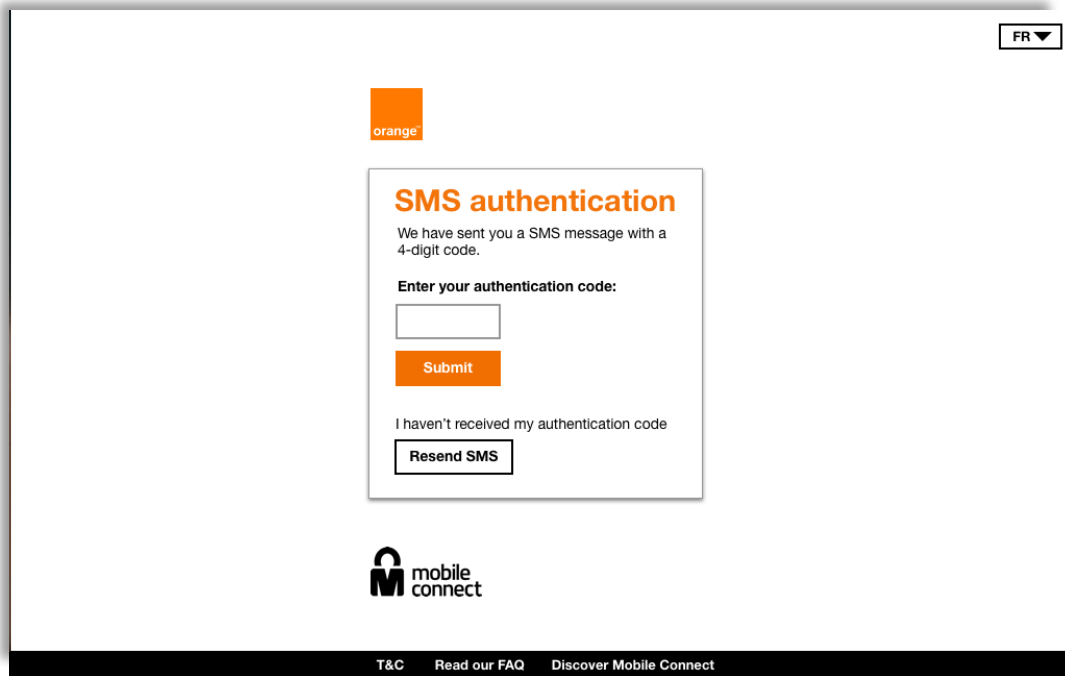
SMS OTP Authenticator

Mobile

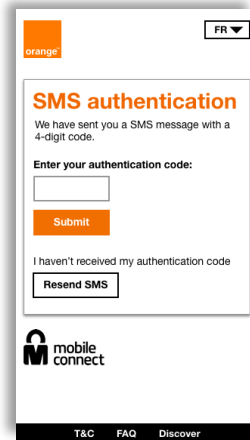
Desktop

SMS is sent to the user to verify their account.

With a 4 digit-code



The desktop view shows a white page with a black footer. At the top right is a language selector dropdown set to 'FR'. Below it is the 'orange' logo. The main content is a white box with the title 'SMS authentication' in orange. The text reads: 'We have sent you a SMS message with a 4-digit code.' Below this is a form with the label 'Enter your authentication code:', a text input field, and an orange 'Submit' button. At the bottom of the box, it says 'I haven't received my authentication code' with a 'Resend SMS' button. The 'mobile connect' logo is at the bottom center. The footer contains links for 'T&C', 'Read our FAQ', and 'Discover Mobile Connect'.



The mobile view shows a white page with a black footer. At the top right is a language selector dropdown set to 'FR'. Below it is the 'orange' logo. The main content is a white box with the title 'SMS authentication' in orange. The text reads: 'We have sent you a SMS message with a 4-digit code.' Below this is a form with the label 'Enter your authentication code:', a text input field, and an orange 'Submit' button. At the bottom of the box, it says 'I haven't received my authentication code' with a 'Resend SMS' button. The 'mobile connect' logo is at the bottom center. The footer contains links for 'T&C', 'FAQ', and 'Discover'.



Mobile Connect Registration



User journey

If the user enters a number in text field and tries to Login but they are not registered yet

Login / Register

If the user enters a number in text field and tries to Register

Register number entered

Next step in registration

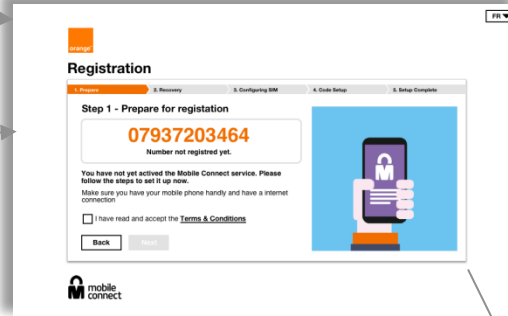
Register no number entered

If user presses Register button but doesn't enter phone number

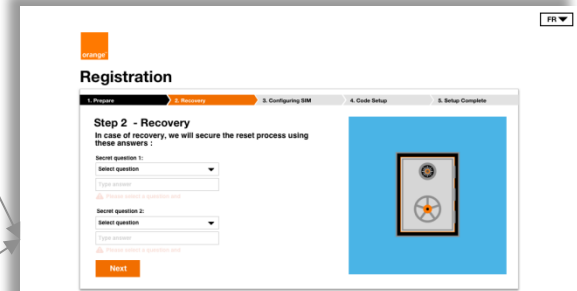
orange™



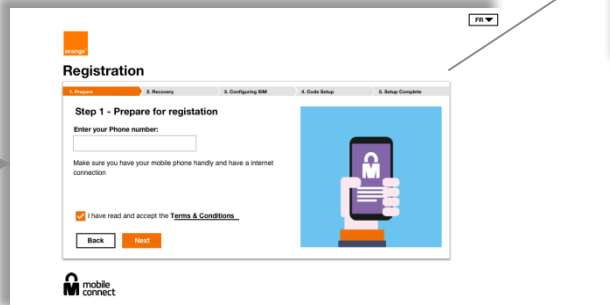
The screenshot shows the 'Log-in' section of the mobile connect website. It features a text input field for the phone number, a 'Login' button, and a 'Register' button. Below the 'Register' button, there is a link for 'Reset your PIN'. The footer contains 'T&C Read our FAQ Discover Mobile Connect'.



The screenshot shows the 'Registration' page at 'Step 1 - Prepare for registration'. The phone number '07937203464' is entered and displayed. A message states 'Number not registered yet.' and 'You have not yet activated the Mobile Connect service. Please follow the steps to set it up now.' There is a checkbox for 'I have read and accept the Terms & Conditions' and 'Back' and 'Next' buttons.



The screenshot shows the 'Registration' page at 'Step 2 - Recovery'. It asks for 'Secret question 1' and 'Secret question 2' with dropdown menus. There is a 'Type answer' field and a 'Next' button.



The screenshot shows the 'Registration' page at 'Step 1 - Prepare for registration'. The phone number input field is empty. The 'I have read and accept the Terms & Conditions' checkbox is checked. There are 'Back' and 'Next' buttons.

Prepare

Staying with the design of login and registering with the same UX.

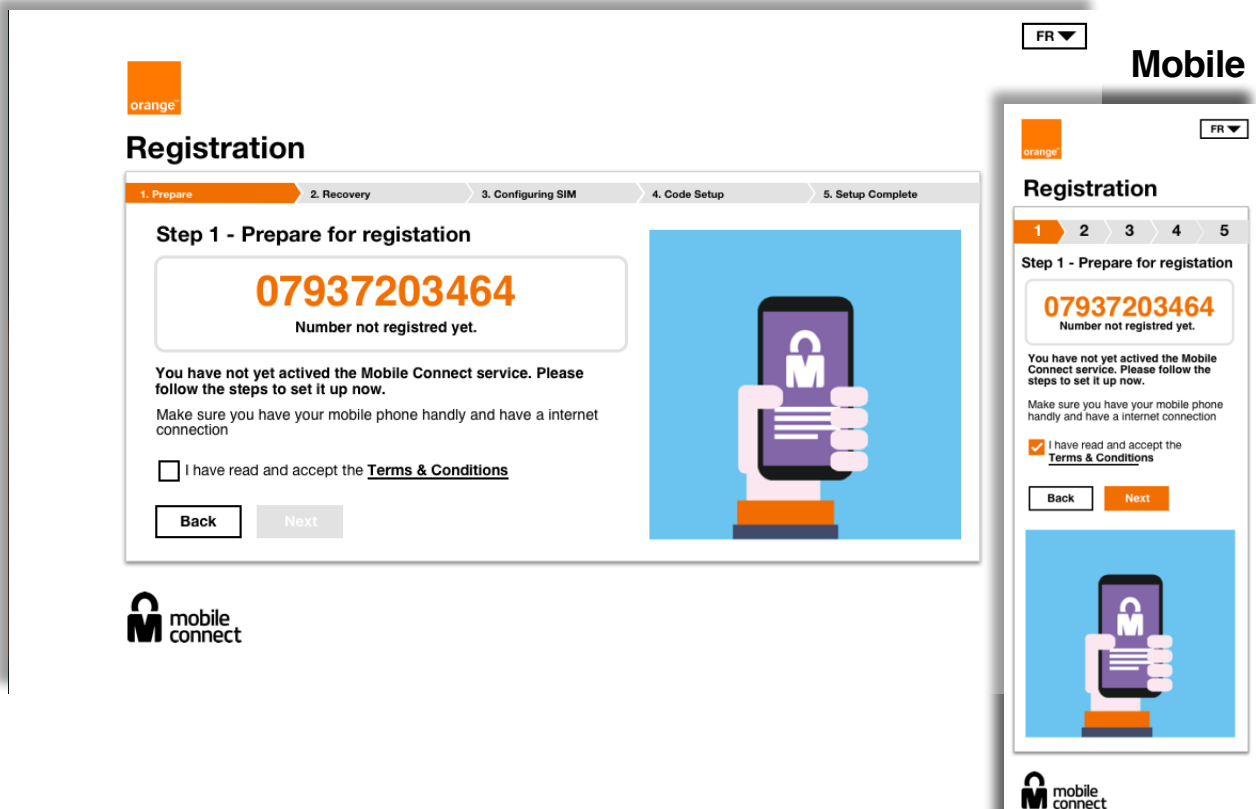
Progress bar at the top

Title out of the content container

Next button does not become active until you select the T&C



Desktop



Mobile

Prepare

If you clicked register from the login page without entering a number you will see this page

- We added a Phone number field to start the registration process

T&C selected



Desktop

The desktop registration page features the Orange logo in the top left corner. A language dropdown menu in the top right shows 'FR'. The page title is 'Registration', and a progress bar at the top indicates five steps: 1. Prepare (active), 2. Recovery, 3. Configuring SIM, 4. Code Setup, and 5. Setup Complete. The main heading is 'Step 1 - Prepare for registration'. Below it is a form with the label 'Enter your Phone number:' and an empty input field. A note below the field reads: 'Make sure you have your mobile phone handy and have a internet connection'. A checkbox with a checkmark is followed by the text 'I have read and accept the [Terms & Conditions](#)'. At the bottom are 'Back' and 'Next' buttons. On the right side, there is a large illustration of a hand holding a smartphone with a lock icon on the screen.



Mobile

The mobile registration page features the Orange logo in the top left corner. A language dropdown menu in the top right shows 'FR'. The page title is 'Registration', and a progress bar at the top indicates five steps: 1 (active), 2, 3, 4, and 5. The main heading is 'Step 1 - Prepare for registration'. Below it is a form with the label 'Enter your Phone number:' and an empty input field. A note below the field reads: 'Make sure you have your mobile phone handy and have an internet connection'. A checked checkbox is followed by the text 'I have read and accept the [Terms & Conditions](#)'. Below the form are 'Back' and 'Next' buttons. At the bottom, there is a large illustration of a hand holding a smartphone with a lock icon on the screen.



T&C


This will open in the same journey, you will have to press the back button to get back to the registration process. Reason for doing is for web scraping in the future.

This is no longer a pop up as it will cause issues with mobile.


Added back button



Desktop

FR

Terms & Conditions



The purpose of this document is to define the terms and conditions under which, on the one hand, MEDI TELECOM SA, whose head office is located at Lotissement la Colline II, Les Quatre Temps Building, Sidi Maârouf, 20 270 Casablanca, Morocco (ci -after "MT", as publisher of the site www.orange.ma (hereinafter "Site"), makes available to the user (hereinafter "Internet") the Site, and the services available on the Site and on the other hand, the way in which the Internet user accesses the Site and uses its services.

Any connection to the site is subject to compliance with these terms of use (hereinafter "GCU").

For the Internet user, the mere access to the MT Site implies the pure and simple acceptance of all the Terms and Conditions described below.

The use by the Internet of the Site is strictly reserved for private use to the exclusion of any other use, especially commercial.

In addition, the Internet user who uses one of the services available on the Site accepts the general terms and conditions and special cases relating to the service used by the latter. In case of contradiction between these conditions and these Terms, the conditions of the service concerned prevail.

INTELLECTUAL PROPERTY

The general structure of the Site as well as the texts, graphics, images, sounds, videos, logos, brands composing it are the property of MT or its partners and constitute, each and as a whole, a work protected by intellectual property rights and industrial.

Any representation and / or reproduction and / or total or partial exploitation and / or total or partial download of the contents and services offered on the Site, by any means whatsoever, without the prior written authorization of MT is strictly prohibited and would be likely to constitute an infringement within the meaning of the regulations in force in the Kingdom of Morocco.

Any infringement of this article is likely to be penalized and civilly sanctioned, in particular for the counterfeit and / or the infringement of the rights of intellectual and industrial property involving if necessary the payment of damages and interests.

PERSONAL DATA

The Internet user acknowledges and accepts that the data collected as part of the latter's use of the Site is

Back

Mobile

FR



Terms & Conditions

The purpose of this document is to define the terms and conditions under which, on the one hand, MEDI TELECOM SA, whose head office is located at Lotissement la Colline II, Les Quatre Temps Building, Sidi Maârouf, 20 270 Casablanca, Morocco (ci -after "MT", as publisher of the site www.orange.ma (hereinafter "Site"), makes available to the user (hereinafter "Internet") the Site, and the services available on the Site and on the other hand, the way in which the Internet user accesses the Site and uses its services.

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The use by the Internet of the Site is strictly reserved for private use to the exclusion of any other use, especially commercial.

In addition, the Internet user who

Back

Recovery

Desktop

Changed the layout to be consistent with the new design

Back buttons now removed



FR ▾ | Mobile

orange

Registration

1. Prepare 2. Recovery 3. Configuring SIM 4. Code Setup 5. Setup Complete

Step 2 - Recovery

In case of recovery, we will secure the reset process using these answers :

Secret question 1:

Select question

Type answer

⚠ Please select a question and answer

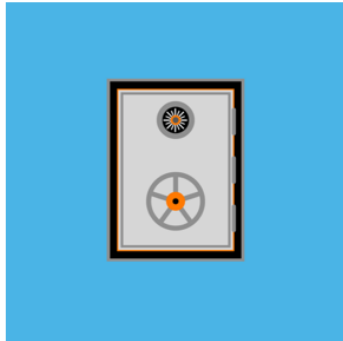
Secret question 2:

Select question

Type answer

⚠ Please select a question and answer

Next



orange

Registration

1 2 3 4 5

Step 2 - Recovery

In case of recovery, we will secure the reset process using these answers :

Secret question 1:

Select question

Type answer

⚠ Please select a question and answer


Secret question 2:

Select question

Type answer

⚠ Please select a question and answer

Next



orange

mobile connect

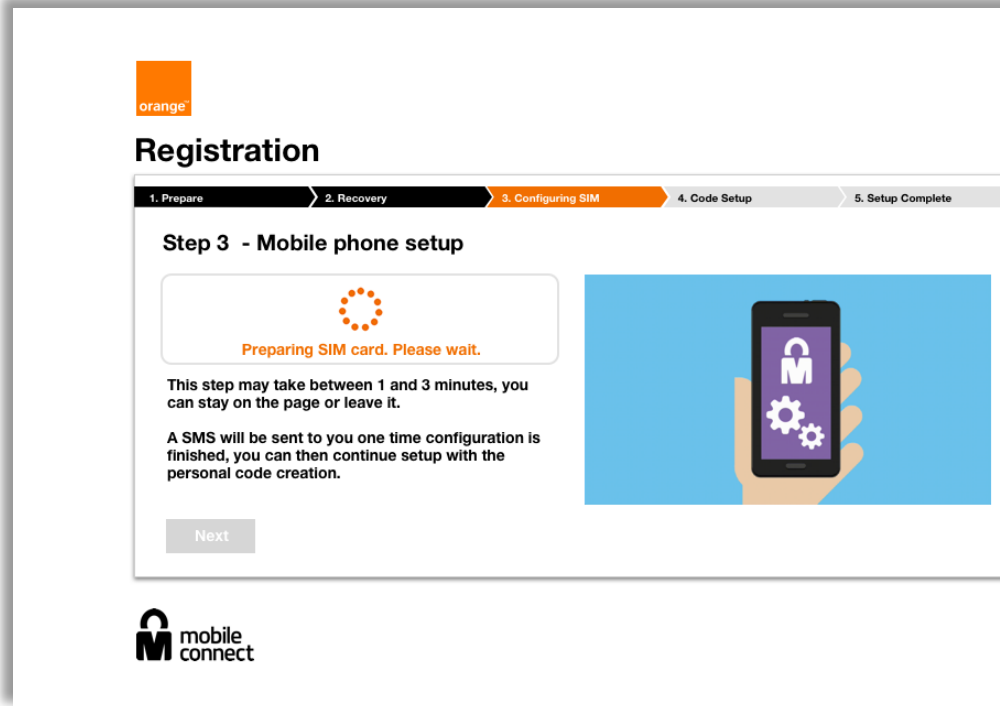
Mobile phone setup

The name of this step has changed from “Configuring SIM” to “Mobile phone setup” We changed this to make it easier to understand what you need to do

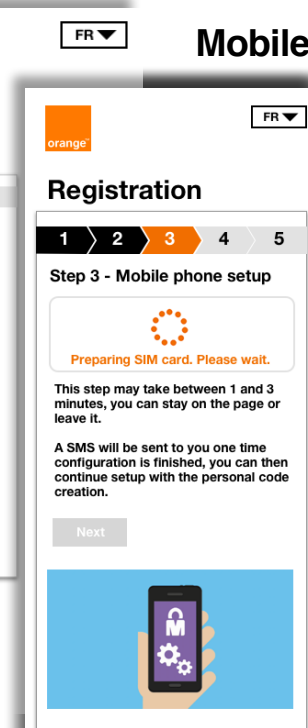
The Configuring icon has become more prominent, to give the user better feedback.



Desktop



Mobile



Mobile phone setup

The success icon with SIM setup has also been made more prominent



Desktop

The desktop registration screen features the Orange logo in the top left and a language dropdown menu (FR) in the top right. A progress bar at the top shows five steps: 1. Prepare, 2. Recovery, 3. Configuring SIM (highlighted in orange), 4. Code Setup, and 5. Setup Complete. The main heading is "Registration". Below the progress bar, the current step is "Step 3 - Mobile phone setup". A large white box contains a prominent green checkmark and the text "SIM card ready.". Below this, a paragraph states: "This step may take between 1 and 3 minutes, you can stay on the page or leave it." Another paragraph follows: "A SMS will be sent to you one time configuration is finished, you can then continue setup with the personal code creation." At the bottom left is an orange "Next" button. On the right side, there is an illustration of a hand holding a smartphone with a lock icon and gears on the screen. At the bottom of the screen is the "mobile connect" logo.

Mobile

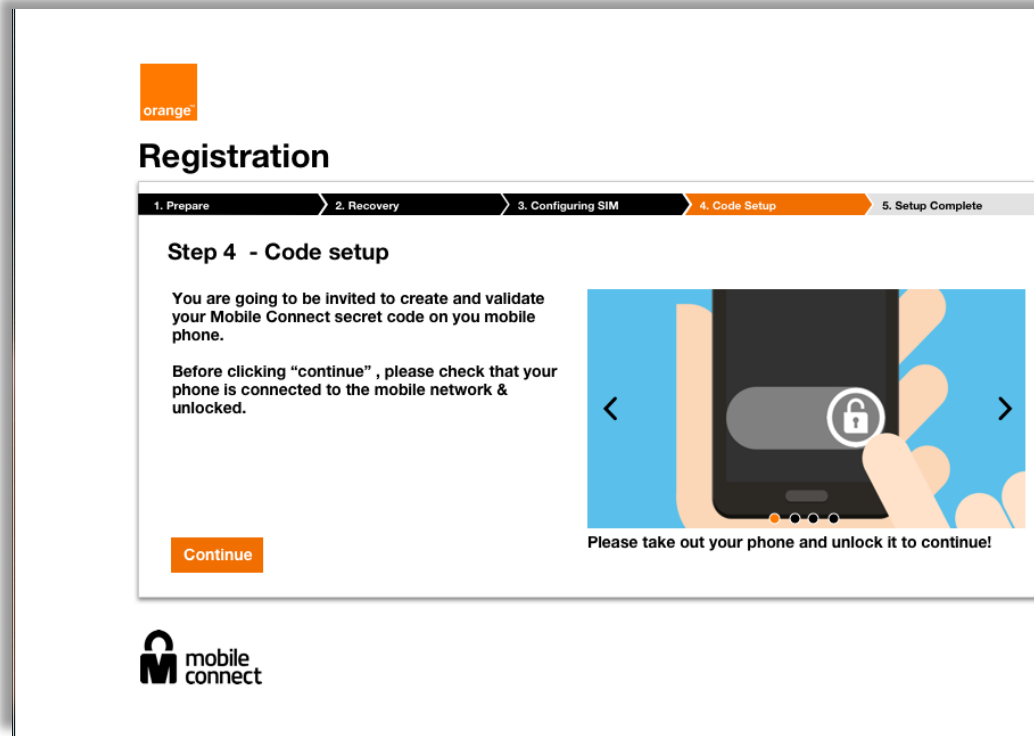
The mobile registration screen is a smaller version of the desktop one. It includes the Orange logo and a language dropdown menu (FR) in the top right. The progress bar shows steps 1 through 5, with step 3 "Configuring SIM" highlighted. The heading "Registration" is present. The "Step 3 - Mobile phone setup" section features a large green checkmark and the text "SIM card ready.". The explanatory text is smaller and wraps around. The orange "Next" button is also present. The illustration of the hand holding the smartphone is positioned at the bottom of the screen. The "mobile connect" logo is at the very bottom.



Code Setup

Desktop

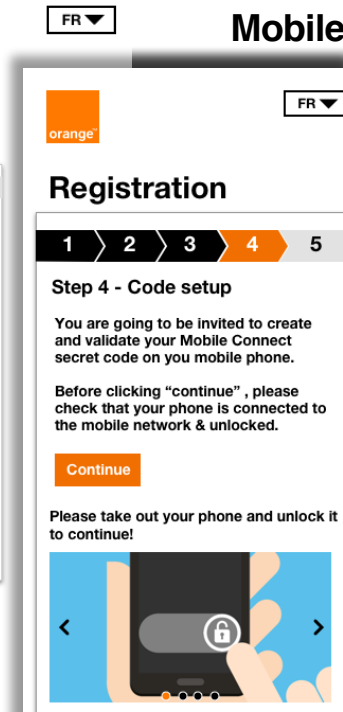
The animation is now stand alone without the added video that was previously there.



The desktop registration screen features the Orange logo in the top left and a language dropdown set to 'FR' in the top right. A progress bar at the top shows five steps: 1. Prepare, 2. Recovery, 3. Configuring SIM, 4. Code Setup (highlighted in orange), and 5. Setup Complete. The main heading is 'Registration' followed by 'Step 4 - Code setup'. The text reads: 'You are going to be invited to create and validate your Mobile Connect secret code on you mobile phone. Before clicking "continue", please check that your phone is connected to the mobile network & unlocked.' An illustration shows a hand holding a smartphone with a lock icon on the screen. Below the illustration, it says 'Please take out your phone and unlock it to continue!'. A 'Continue' button is located at the bottom left. The Mobile Connect logo is in the bottom right.



Mobile



The mobile registration screen features the Orange logo in the top left and a language dropdown set to 'FR' in the top right. A progress bar at the top shows five steps: 1, 2, 3, 4 (highlighted in orange), and 5. The main heading is 'Registration' followed by 'Step 4 - Code setup'. The text reads: 'You are going to be invited to create and validate your Mobile Connect secret code on you mobile phone. Before clicking "continue", please check that your phone is connected to the mobile network & unlocked.' A 'Continue' button is located below the text. An illustration shows a hand holding a smartphone with a lock icon on the screen. Below the illustration, it says 'Please take out your phone and unlock it to continue!'. The Mobile Connect logo is in the bottom right.



Code Setup

Buttons changes from “Continue” to “Finish”. When you have done the task on the phone the button will then change to finish.



Desktop

FR ▼

orange


Registration

1. Prepare 2. Recovery 3. Configuring SIM 4. Code Setup 5. Setup Complete

Step 4 - Code setup

You are going to be invited to create and validate your Mobile Connect secret code on you mobile phone.

Before clicking “continue” , please check that your phone is connected to the mobile network & unlocked.



Please take out your phone and unlock it to continue!

Finish

mobile connect

Mobile

FR ▼

orange

Registration

1 2 3 4 5


Step 4 - Code setup

You are going to be invited to create and validate your Mobile Connect secret code on you mobile phone.

Before clicking “continue” , please check that your phone is connected to the mobile network & unlocked.

Finish

Please take out your phone and unlock it to continue!

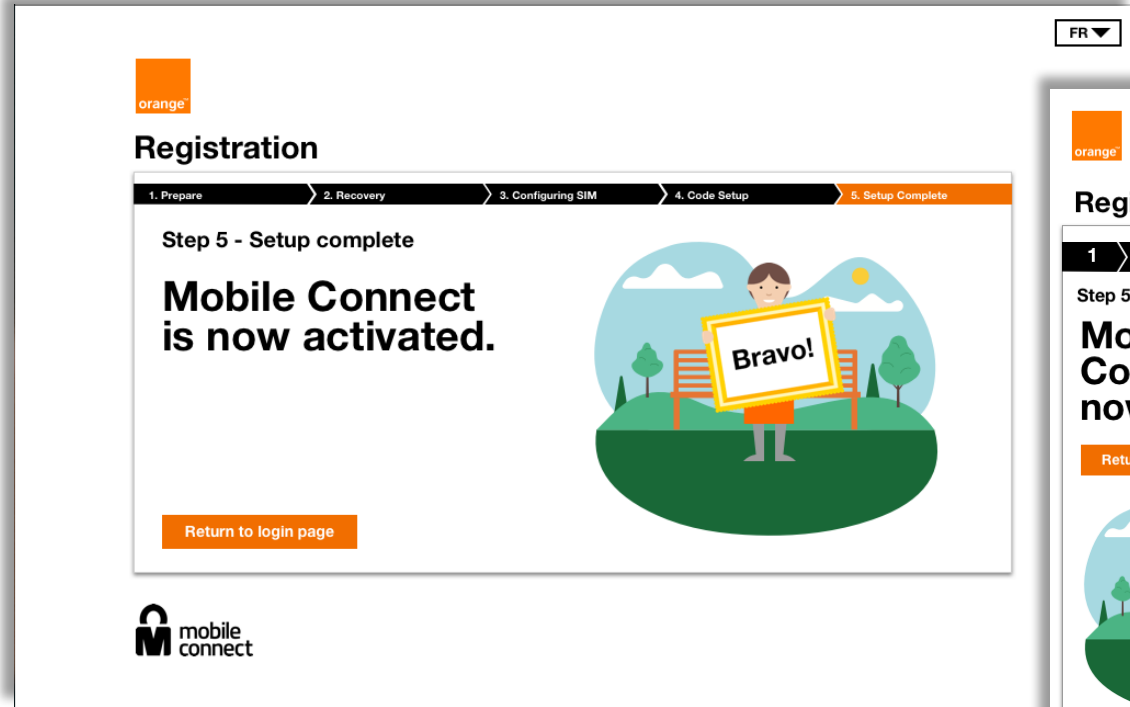


mobile connect

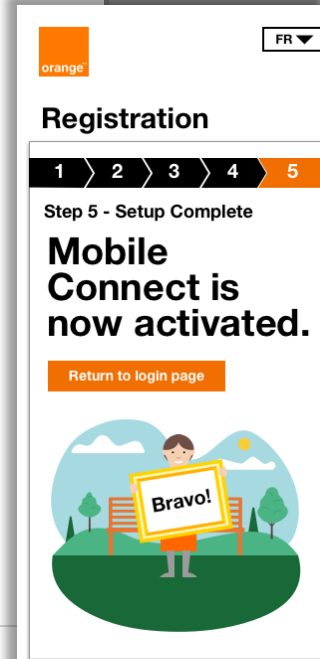
Setup Complete

The Complete steps now has bigger confirmation text and a more relevant image.

Desktop



Mobile

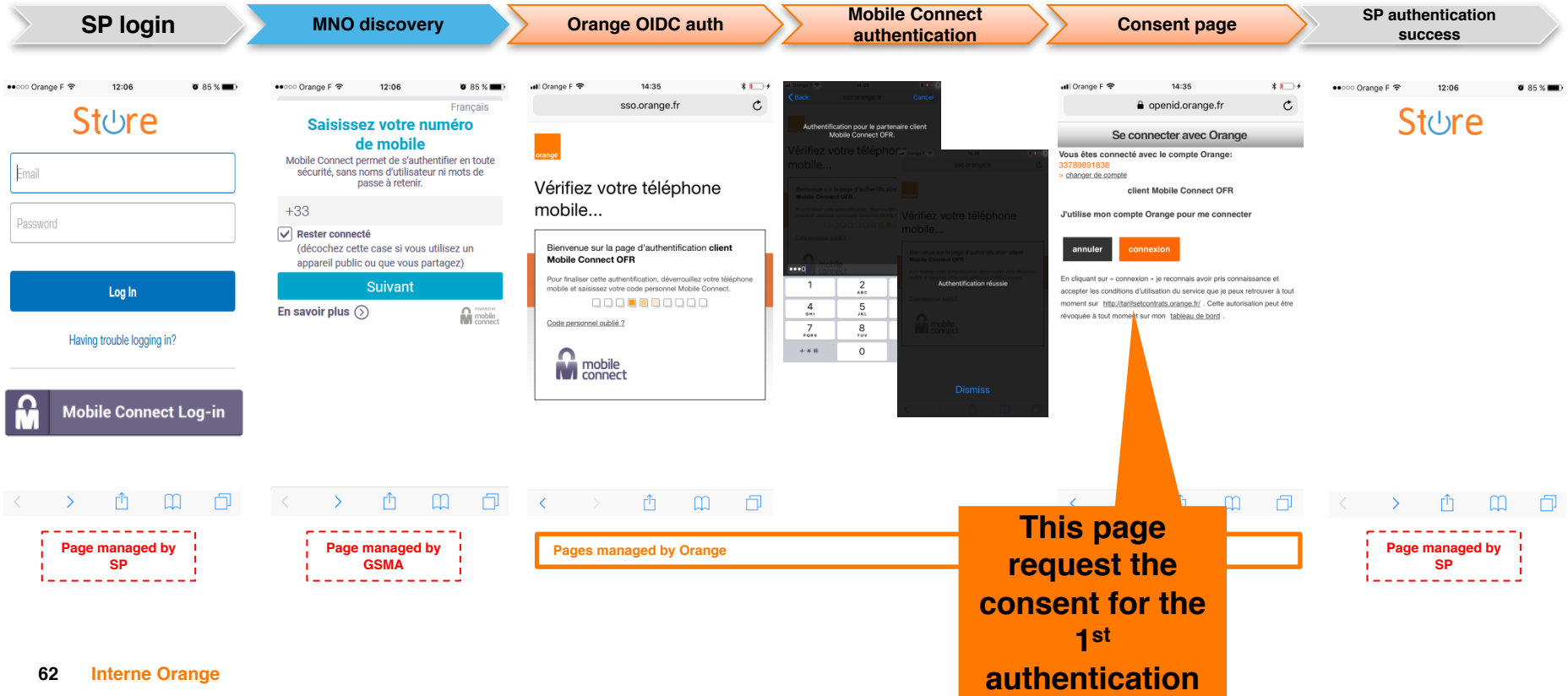


Mobile Connect Consent Journeys



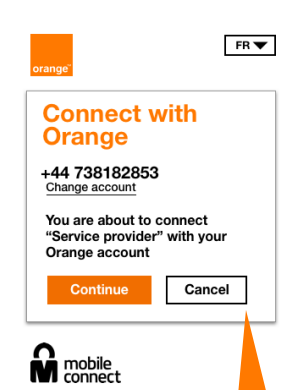
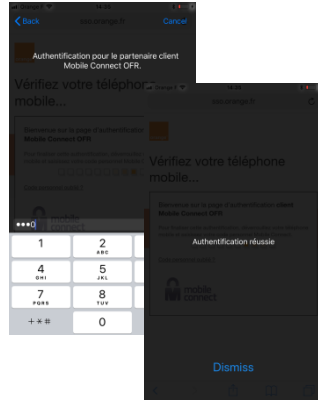
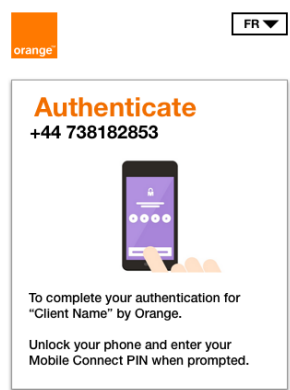
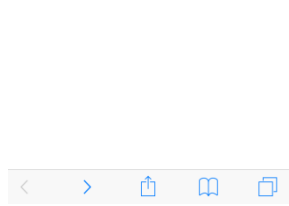
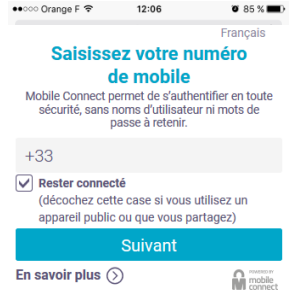
Current - Mobile Connect – 1st authentication + consent with Discovery

Example Smartphone 1st Authentication into a 3rd party website



Proposed - Mobile Connect – 1st authentication + consent with Discovery

Example Smartphone 1st Authentication into a 3rd party website



Page managed by SP

Page managed by GSMA

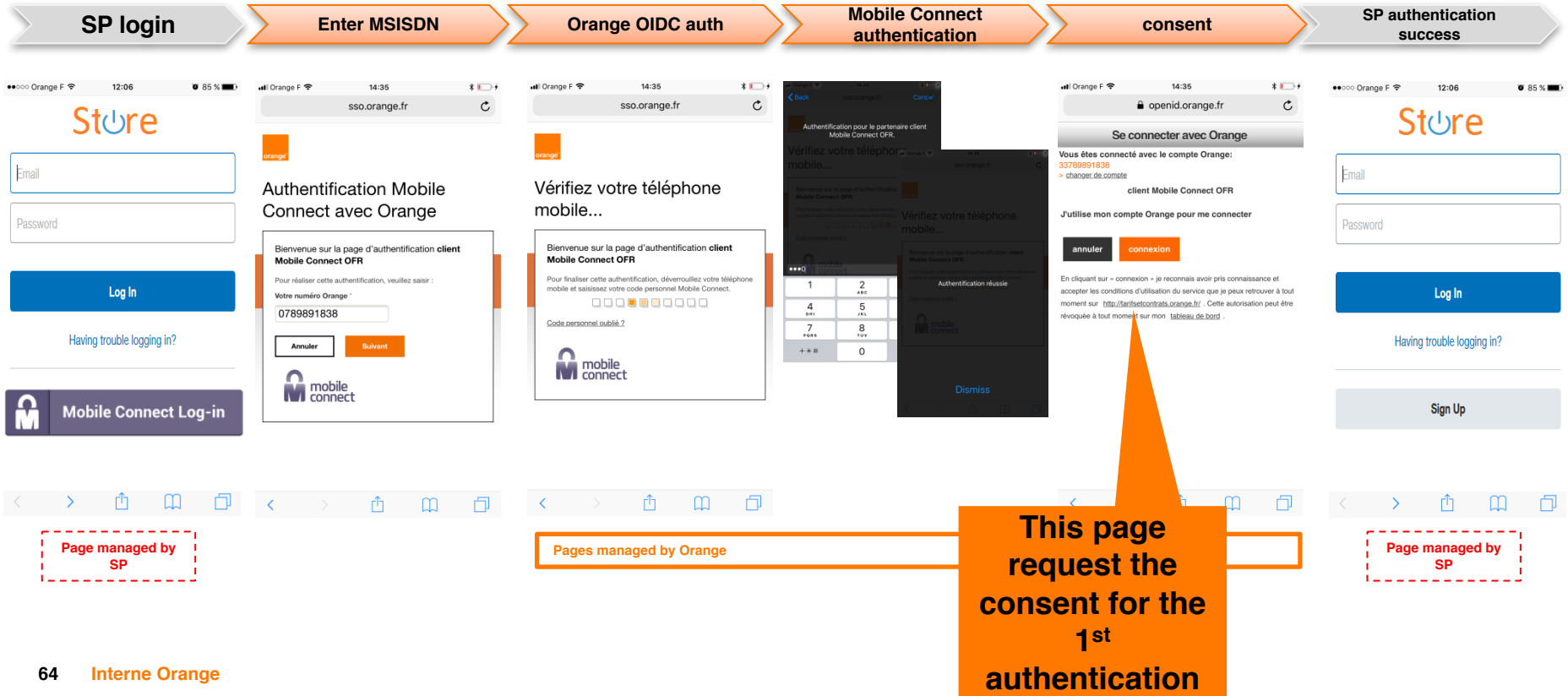
Pages managed by Orange

This page request the consent for the 1st authentication

Page managed by SP

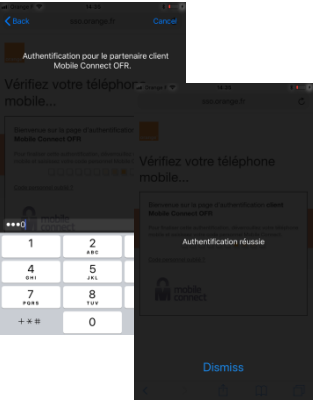
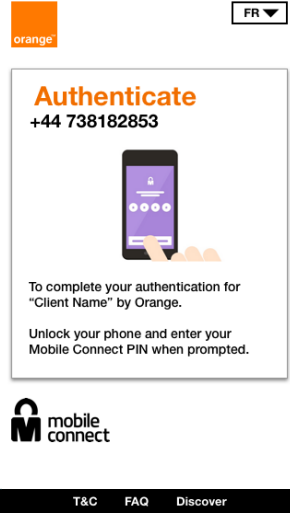
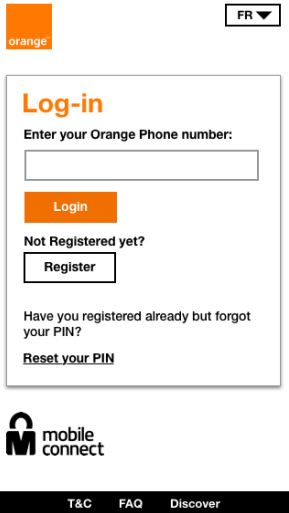
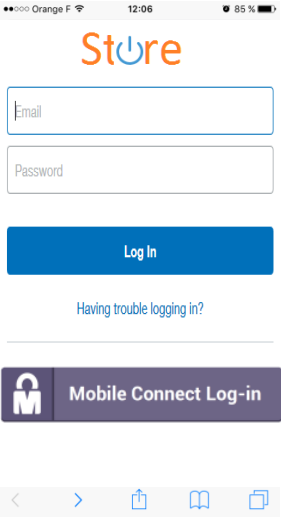
Current - Connect – 1st authentication + consent without discovery

Example Smartphone 1st Authentication into a 3rd party website



Proposed - Mobile Connect – 1st authentication + consent without discovery

Example Smartphone 1st Authentication into a 3rd party website



Pages managed by Orange

This page request the consent for the 1st authentication

Page managed by SP

Page managed by SP

Suggestions – 1st Authentication into a 3rd party website

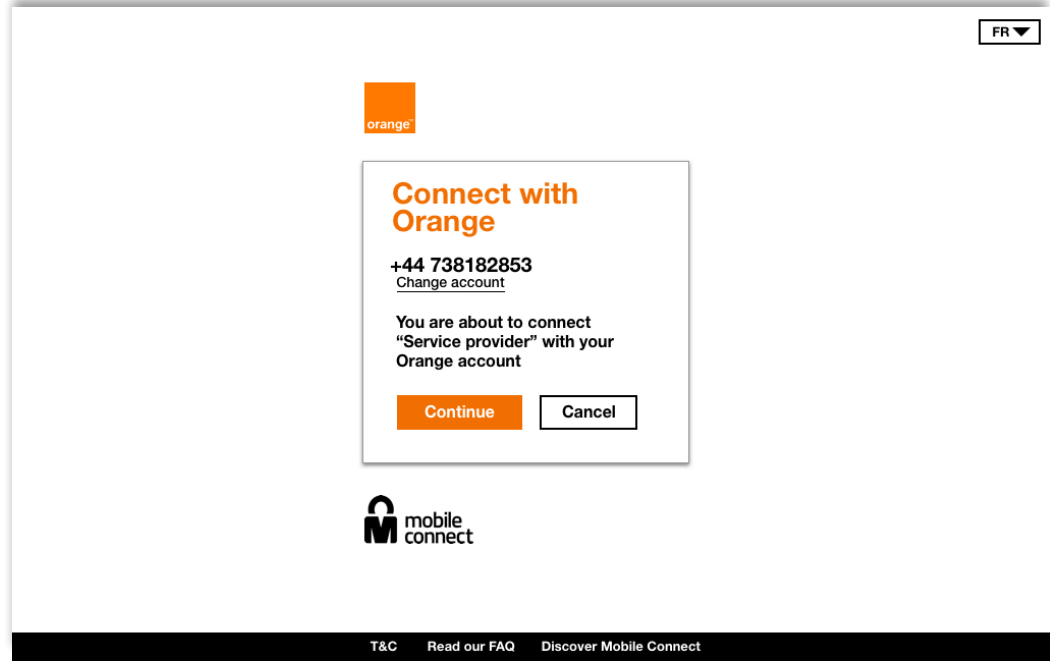
Content is in a model.

Orange Logo added

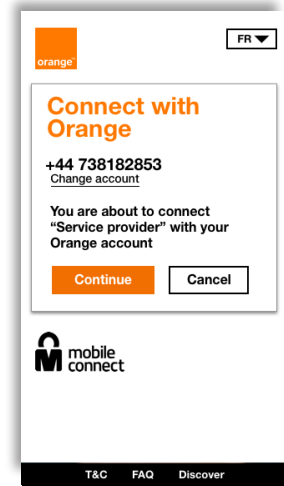
Phone number is in a box with bigger text

Name of the provider you are connecting to in text (dynamic text)

Desktop



Mobile



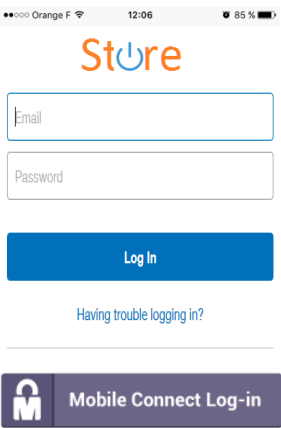
Consent Journeys

Share personal Information

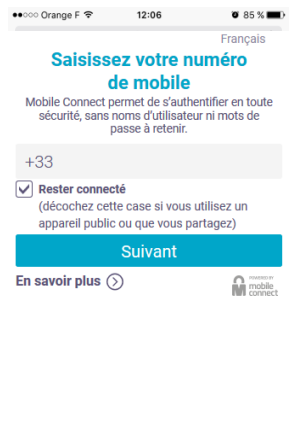


Current - Mobile Connect – 1st authentication + consent with Discovery

Example Smartphone 1st Authentication into a 3rd party website with consent to share personal information



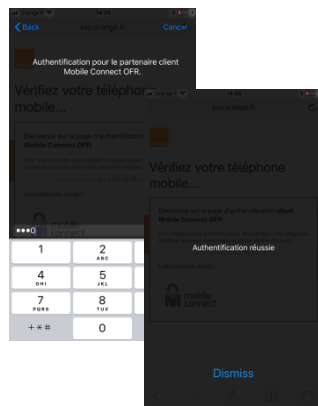
Page managed by SP



Page managed by GSMA



Pages managed by Orange



This page request the consent to share the personal information



Page managed by SP

Proposed - Mobile Connect – 1st authentication + consent with Discovery

Example Smartphone 1st Authentication into a 3rd party website with consent to share personal information



Orange F 12:06 85%

BNP Banking

As part of our partnership with network providers, you can fill out your registration form with data from your mobile phone providers account. BNP will use your this data only in the context of creating your account. Log-on to your providers account securely using Mobile Connect

Mobile Connect Log-in

Or just fill in the form below as usual

Please enter the following information

Title

First Name

Second Name

Country

Date of birth

E-Mail

Phone number

Next

Page managed by SP

Orange F 12:06 85%

français

Saisissez votre numéro de mobile

Mobile Connect permet de s'authentifier en toute sécurité, sans noms d'utilisateur ni mots de passe à retenir.

+33

Rester connecté (décochez cette case si vous utilisez un appareil public ou que vous partagez)

Suivant

En savoir plus

Page managed by GSMA

orange

Authenticate

+44 738182853

To complete your authentication for "Client Name" by Orange.

Unlock your phone and enter your Mobile Connect PIN when prompted.

mobile connect

T&C FAQ Discover

Pages managed by Orange

FR

Authentification pour le partenaire client Mobile Connect OPR.

Vérifiez votre téléphone mobile.

Vérifiez votre téléphone mobile.

Authentification réussie

Dismiss

This page request the consent to share the personal information

orange

FR

POC BNP Paribas Cardif

This app will have access to the following information:

My account information

Birth date: 16/11/1987

Display name: Aaron Norman

First name: Aaron

Second Name: Norman

Title: Mr

Update date: 15/1/2018

E-mail: aaron.norman@orange.com

Address: 18 Nowhere street, London, N19 7HJ

Phone: 07933847284

Preferred name: Aaron A Norman

Update information

Continue **Cancel**



T&C FAQ Discover

Orange F 12:06 85%

BNP Banking

Please enter the following information

Title

First Name

Second Name

Country

Date of birth

E-Mail

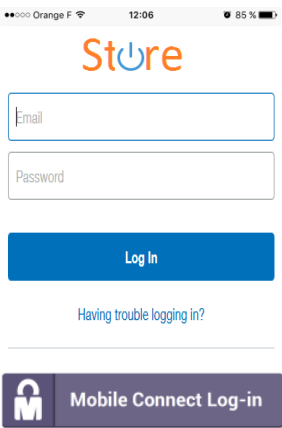
Phone number

Next

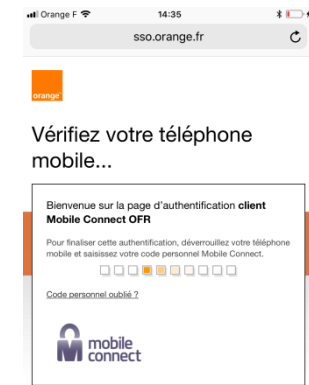
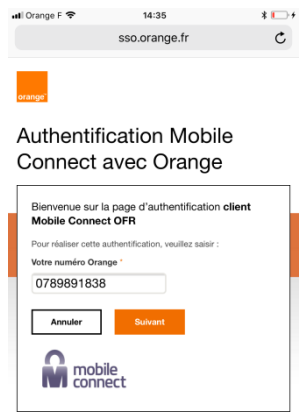
Page managed by SP

Current - Mobile Connect – 1st authentication + consent without discovery

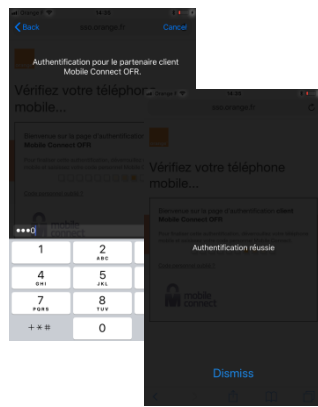
Example Smartphone 1st Authentication into a 3rd party website with consent to share personal information



Page managed by SP



Pages managed by Orange



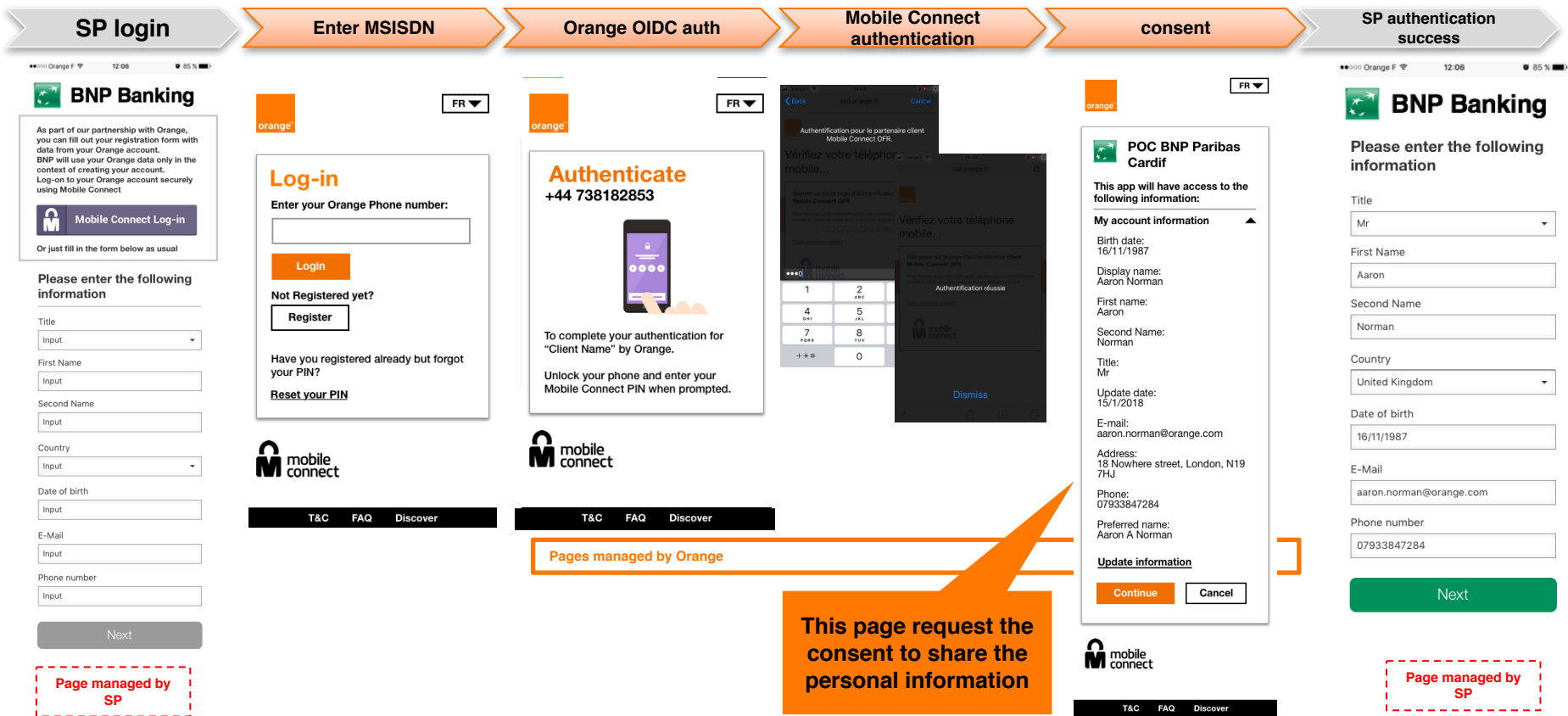
This page request the consent to share the personal information



Page managed by SP

Proposed - Mobile Connect – 1st authentication + consent without discovery

Example Smartphone 1st Authentication into a 3rd party website with consent to share personal information



Suggestions - 1st Authentication into a 3rd party website with consent to share personal information

Arrow - The user can collapse their information to hide it, this would be useful on mobile devices so that they can reach the “Connect” button easier.

Desktop

orange

FR

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Address: 18 Nowhere street, London, N19 7HJ
Phone: 07933847284
Preferred name: Aaron A Norman

[Update information](#)

Continue **Cancel**

mobile connect

T&C Read our FAQ Discover Mobile Connect

Mobile

orange

FR

POC BNP Paribas Cardif

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First name: Aaron
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Address: 18 Nowhere street, London, N19 7HJ
Phone: 07933847284
Preferred name: Aaron A Norman

[Update information](#)

Continue **Cancel**

mobile connect

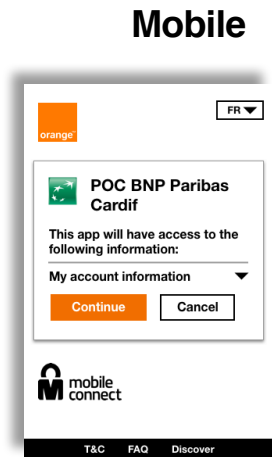
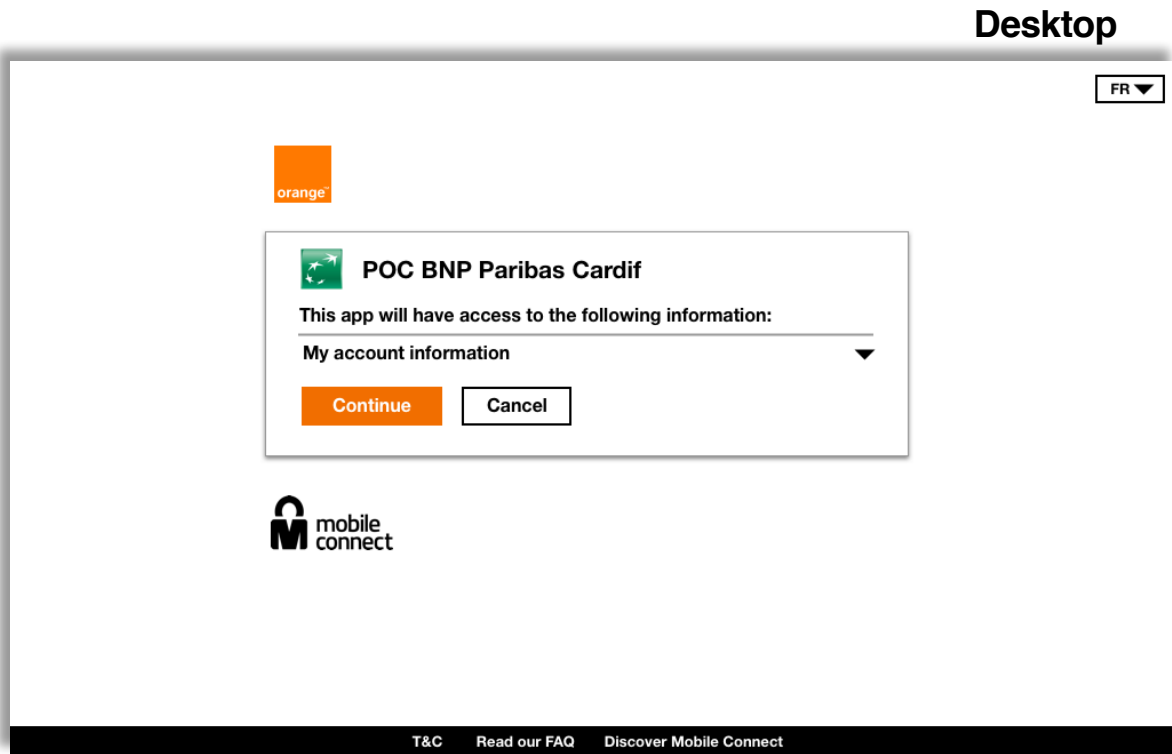
T&C FAQ Discover



Suggestions - 1st Authentication into a 3rd party website with consent to share personal information – Drop down

The information will now be hidden of the arrow is clicked,

The arrow will now flip vertically



Thank you